

A climactic look into how negative emotions affect our relationship with products

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Research project done internally for the University of Twente's Engineering Faculty as part of the Industrial Design Engineering Master, specifically for the Master track in Human-Technology Relations. Done with assistance by Dr. Wouter Eggink, the supervisor of the project.

1. Abstract

This project aimed to answer the question “What makes product frustrating?” as to avoid the design features that evoked frustration for future designs. To achieve this, the research focused on understanding how frustration affects the human-product relationship through the use of negative reviews, qualitative interviews as well as quantitative surveys. This was followed by a research-through-design segment that gave further understanding of the nine sources of product frustration. A purposefully frustrating product was designed and later a prototype was manufactured to test how these interactions worked in real life. The results pointed towards the attitudes category and at a deeper level the usage of the product as the primary frustration inducing factor as well as having the context and the consequences of use play a major role.

Keywords: Product-evoked frustration, Nine sources of emotion, Research through design, Negative review analysis, Sex toy.

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2. Introduction

The project was done for the Faculty of Engineering at the University of Twente and begun with the question: What causes a product to be frustrating to use (most often)? It was initially inspired by Greek artist Katerina Kamprani's "29 Uncomfortable Objects to Annoy You" (WOoArts, 2020). She takes everyday common objects and flips the design in such a way that either makes the product unusable or incredibly frustrating to use. Ideally no product would be like this in practice, however the reality is that many products that surround us end up neglecting the usability and user experience aspect of the design, which is truly unfortunate since it's such an important aspect of good designs. The content of the report will show a deep analysis of the human mind through several both qualitative and quantitative research methodologies that contrast the findings between each other as well as a design process that uses the gathered information to design an intentionally frustrating product to illustrate the researched mechanisms. From the beginning there was an interest in analysing negative product reviews that users had left after buying and using said products since the idea was that there could be lots of insightful information to gather from these reviews. After finding some comments the reality of this process seemed too biased, storytelling-like and not analytical enough. Gathering data from user reviews seemed like a plausible methodology but a serious framework to make sense of the data was needed as well as a research method that circumvented one's own bias. These initial researching steps occurred simultaneously with the following "literature research" section. For these reasons the research question for this project is, as above mentioned, "What causes a product to be frustrating (most often)?"

3. Literature research

3.1 Frustration.

The project starts with research that investigates the human psychology and how frustration gets generated. Frustration is derived from the Latin “frustrā” and means “in vain” and can be defined as the negative emotion that occurs when a wish clashes with an unsuccessful or undesired reality. This emotion evolved to insight us to take action when things are unresolved or to eliminate the obstacle or blocking agent. These unresolved problems could be either phycological barriers or contextual, as in physically present and can be perceived by our senses. (Jeronimus & Laceulle, 2017) Simply, frustration occurs when the pursuit of a goal does not get fulfilled at the desired or expected time. Jeronimous et al.,’s research shows that the most effective way of eliciting frustration is when the obstruction of a goal gets attributed to an external factor, meaning that the blame is placed on something or someone else instead of oneself, even more so when the obstacle is perceived as an intentionally antagonistic act. The intensity felt can be calculated by looking at the proximity of the goal, the motivation to achieve this goal, the degree of interference, as in if was partially obstructed or totally obstructed, the number of interferences and the user’s ability to regulate their emotions. (Berkowitz, 1989)

Even though frustration is deemed a negative emotion, its evolutionary trait is an advantage since when a problem is believed to be achievable or controllable frustration helps to approach the problem and develop a plan that culminates in this goal’s completion. Moreover, when the problem is thought to be uncontrollable frustration guides us to avoid the problem due to fear or anxiety while if the problem is appraised as unattainable frustration indicates us to drop the approach frequency and helps us regulate our expectancies via sadness. (Jeronimus & Laceulle, 2017) This catalytic emotion triggers a wide range of invigorating effects that can result in a positive conclusion since when we are frustrated, we

put in greater passion and effort. However, the later stages of the project show that frustration, when it comes to products, often, does not generate a positive conclusion. This is probably due to how frustration develops with us throughout our life.

Frustration emerges during the first year of life and gradually increases through childhood to finally peak during adolescence. (Buss, 2011; Putnam et al., 2001) which then gradually grows smaller with age. Adults who showed higher frustration during their early life also showed a cloudy frustration-anger-bitterness cluster emotion during their adulthood (McCrae et al., 2005) Easily frustrated infants tend to be more active, less attentive and more focused on novelty than then piers and are more likely to develop an insecure-avoidant attachment style. (Lacuelle et al., 2015) While high frustration during teenage and adolescence years predicts an increase in anxiety, depression, anger and even substance abuse (Jeronimus et al., 2015, 2016). These findings hint at a potential focus in the design world when it comes to products whose intended users are infants, having them be as least frustrating as possible could potentially have monumental consequences.

3.2 Nine Sources of emotion.

To further understand the human psyche research on the human-product emotional matrix is done. Desmet (2007)'s work cleverly builds upon Patrick Jordan (1999)'s pleasure-based approach to product emotion as well as Donald Norman (2004)'s framework of process-level approach to product emotion and finally his own previous work from 2002 that introduced what he considers to be a basic model that applies to every potential emotion developed through products. The nine sources of product emotion model combine the three stimuli from Norman's model as well as Jordan's different concerns creating a deep matrix that provides insight into the different potential sources of emotion when referring to human-product interactions. This framework seemed like the perfect tool to organize, make sense and analyse the data that will be gathered in the next few steps of the project since it provides

an easily understandable way of both understanding and categorizing human emotions created by the human-product interaction. Anything can elicit emotions, from small perceived changes to bigger events (Frijda, 1986); according to Desmet, when it comes to product these events are perceiving the product with the five senses, manipulating the product and the consequences of owning and using the product. These products would be the stimuli, while the concerns would be “attitudes” as in emotionally charged beliefs, preferences and biases towards product types/usage/features/tastes/smells/style...etc. Attitudes can be learned and innate though are heavily affected by one’s environment. Goals are the second concern, these being just that, goals, what one wants to achieve, the outcome. We buy and use products because we believe these will aid in attaining our goals. Finally, the third concern is “Standards” meaning what we believe ought to be (Frijda, 1986; Ortony et al., 1988; Scherer, 1984), not what we prefer or what we are biased towards but what society tells us must be. Standards depend heavily on the society and community that surrounds us and while goals help aid our personal satisfaction, standards help maintain society’s structure (Desmet, 2007).

Nine Sources of Product Emotion			
	attitudes	goals	standards
product	Enjoying the rounded shape of the product	Desiring for owning a route navigator of a particular brand	Admiring the designer for making an innovative design
usage	Enjoying the gestures required for selecting a route	Frustrated for not being able to connect music player	Being angry with the product for not finding signal
consequence	Enjoying the sense of freedom experienced because of the device	Satisfied by being able to reach destination efficiently	Being proud of my new established flexibility

Figure 1. Nine sources of product emotion matrix (Desmet, 2007).

The combination of these 6 factors allows for an intricate matrix, as shown in figure 1, in which product experiences and user emotions can be easily understood; “I like this soap due to its smell” the product has a pleasant odour for this user due to their specific beliefs and preferences meaning that in the matrix we can find it in the product-attitudes section. To understand the next steps in research an explanation on each stimuli-concern combination must be understood; particularly, in a mirrored perspective, since the work focuses on negative emotions and frustration it is necessary to understand how the matrix works when looking at the negative.

3.2.1 *Product-Attitudes*

The above given example provides a brief explanation of how this source of emotion functions. An emotion caused by a match or mismatch between the isolated product (perceiving it exclusively through our 5 senses) and our attitudes belongs to this category.

3.2.2 *Product-Goal*

For this source of emotion to arise, the product itself must be the goal.

Owning, sharing, customising or repairing the product must be the intend goal.

One can look forwards to a new release and be disappointed when learning the release date has been pushed back or be sad after acquiring the new phone they have been eagerly waiting on and finding out the camera quality or the battery life isn't what they expected.

3.2.3 *Product-Standard*

The design of a product is subconsciously or actively compared with the standard of its product class and the result of this comparison generates emotion. One can value a surprisingly eco-friendly product when its product

category doesn't commonly value environmentalism. On the other hand, when a product doesn't reach the expected standard negative emotions arise.

3.2.4 *Usage-Attitudes*

Manipulating the product and the result of such actions is what this source of emotion focuses on. The movements and expressions used when operating a product, the gestures required to use a touch screen or how smoothly a cupboard slides in and out; the pleasant or unpleasant experience of using and handling the product generates emotion.

3.2.5 *Usage-Goal*

Usage-Goal refers to the sentiment created when the usage and handling of the product facilitates or obstructs the goal. If the goal of a GPS is to guide you to a location, how easy it is to set up said activity would be a positive usage-goal, if however, it requires many steps or loading screens then it would be negative. A pack of pre-sliced cheese with a flimsy and small handle that makes it hard to pull off the adhesive results in an obstruction of eating the cheese, this is frustrating for all of us and so a good example of a negative result of usage-goal.

3.2.6 *Usage-Standard*

When the usage or handling doesn't match the standard of its product class, or on the contrary, goes beyond the standard, emotions are formed. When a commonly lightweight product is uncomfortably heavy the unexpected handling may result in frustration whereas if a pen glides through the paper with ease the emotional response would be positive.

3.2.7 *Consequence-Attitudes*

When it comes to consequence-attitudes the focus is on looking at the result of owning or using the product. Owning a new pair of pants may make you more confident, while using an effective sponge may make you feel efficient when doing the dishes. The emotions that are looked for in this category are those caused not by the product, or the usage of the product, but by the events caused by the product and its ownership. The sponge might feel good (product-attitudes) while having an effective scrubbing texture (usage-attitudes), but the focus is on the fact that now you are faster at doing the dishes by hand and the sentiment that event evokes.

3.2.8 *Consequence-Goal*

A product is bought and used to achieve a goal, if the consequences of owning the product result in reaching the goal more easily the user will be satisfied and content, however the opposite is also true. One may look a new pair of earphones that don't hurt after prolonged use and may be disappointed when their new purchase ends up hurting too, the consequences of owning the product disturbed, or in this case blocked, the goal from being achieved.

3.2.9 *Consequence-Standard*

Are the consequences of owning the product above or under the standard consequences of products of the same category? This is what this level focuses on, when a product becomes ingrained in your life, do the consequences meet the standards of similar products? Has your standard risen after becoming accustomed to a product? For these questions to be answered a product must have a long-lasting impact on a user's experience or require long term use of said product.

3.3 Emotional Design

A valuable extract from the book “Emotional Design” by Donald A. Norman was also found. This segment talked about the concept of how attractive things shouldn’t work better, but research done by two Japanese researchers, Masaaki Kurosu and Kaori Kashimura (1995), showed, systematically, that they did. Even when the experiments were recreated in a different part of the world the results showed to be even more effective. The author explained that these findings served as adequate backing to his research at the time, looking at human emotion, it has been proven that the emotional status of the user affects their decision making and their cognitive abilities. Both positive and negative emotion have an impact in the human psyche, Norman (2003) mentions another researcher, Alice Isen (Ashby, Isen, & Turken, 1999), that experimented with this and states that when people had to face a complicated problem that required “out of the box” thinking they were more capable of solving it and solved it faster when they had been given a small gift that was big enough to make the users simply feel good, prior to the problem. Simple things like a small bag of candy or a snippet from a comedy movie is enough to arouse the human brain in such a way that its cognitive abilities are expanded. In a computer-controlled era like the current one, users are very inclined to repeat their same inputs that have previously given no successful outcome just because they believe its right, instead of finding the actual correct answer through using their cognitive abilities. This would lead to an increase in frustration, anxiety and tension that is not welcomed in user-centered design. If, however, the UI is attractive, the mental abilities of users would expand, allowing them to more easily find the answer without giving the failed attempts a second thought. This concept is what Norman (2003) arrives to and titles “attractive things work better”, they don’t, but they allow the human brain to be more capable to solve obstacles put in their way, something very valuable in today’s day and age in which technology has provided the ability to design highly complex and hard to understand

products. This very interesting concept is noted down and used in chapter 4 when designing a prototype.

4. Data collection

4.1 User review analysis

Using the Nine sources of emotions by Desmet as a guide the next step was to look for negative product reviews and analyse the emotions that these products caused to see which of the nine sources elicited more negative feelings, essentially, answering the question: What causes a product to be frustrating to use (most often)? Furthermore, by answering this, the research question develops into “Which of the sources of emotion categories is most present within frustrating products?”

Moreover, a research criterion must be established to ensure the research process is as unbiased as possible. Initially the aim was to use “product selling sites” such as Amazon and using searching filters available in the site, look for negatively reviewed products. However, when attempting to do this a dead end was met, this filter option was removed from Amazon years prior to this project. One can imagine the goal of these sites is to sell products, having bad products on their site is inevitable, however having people see them can be negative publicity and something that might affect their numbers. “I never buy through amazon since their products are very low quality in my experience” they might want to avoid such situations. Allowing users to voluntarily search for bad products does not help with this scenario which could be the reason why this and other means of obscuring and hiding their negative reviews are implemented. For example, Steam, a digital videogame distributor and publisher does not have a feature that allows users to sort their searches by negative reviews at the top, and amazon removed a filter that allowed users to sort by review count (“Amazon Once Had a Popular ‘Sort by Review Count’ Feature. Of Course, They Had to Remove It \$\$: R/Assholedesign,” n.d.).

Through an unhelpful research attempt success was found. By desperately searching for “bad products” on YouTube many videos in which people showcased negatively reviewed bad products were found. These creators attempted to entertain their followers by showing, through a comedic lens, the frustration and unhappiness of users that unknowingly bought bad products. These videos provide a way to circumvent one’s own bias and a range of different products that have many negative reviews that provide sustenance for deeper analysis. The only real requirement for a video to be valuable was if the products shown were traceable and easily found on Amazon, which resulted in a total of 4 videos used from which 12 products were extracted and a total of 65 reviews were analysed. The products shown in these videos range from books, hygiene products, toys and kitchen utensils. While the reviews selected were the ones mentioned in the video as well as additional ones that provided extra value that were not mentioned in the online content.

To visualize and organize the workflow the online interactive board-making online tool Miro was used. As per the supervisor’s recommendation it’s worth mentioning why the tool was used. The tool gives a blank canvas and a good toolset that provides freedom to organize the data gathering process as well as connect the pieces, draw, take notes import images...etc. The almost limitless toolset allows for a quick and easy translation of one’s thoughts directly onto the canvas, being able to clearly visualize one’s mental image and later express it onto the canvas provides a lot of freedom and quickness to the workflow. One could say that the tool is perfectly designed for the project since it was not frustrating to use and provided exactly what was necessary from it.

The analysis process started by firstly searching up the products and its negative reviews mentioned in the videos. Followed by importing an image of each negative comment into the board to read through and analyse superficially. An example:

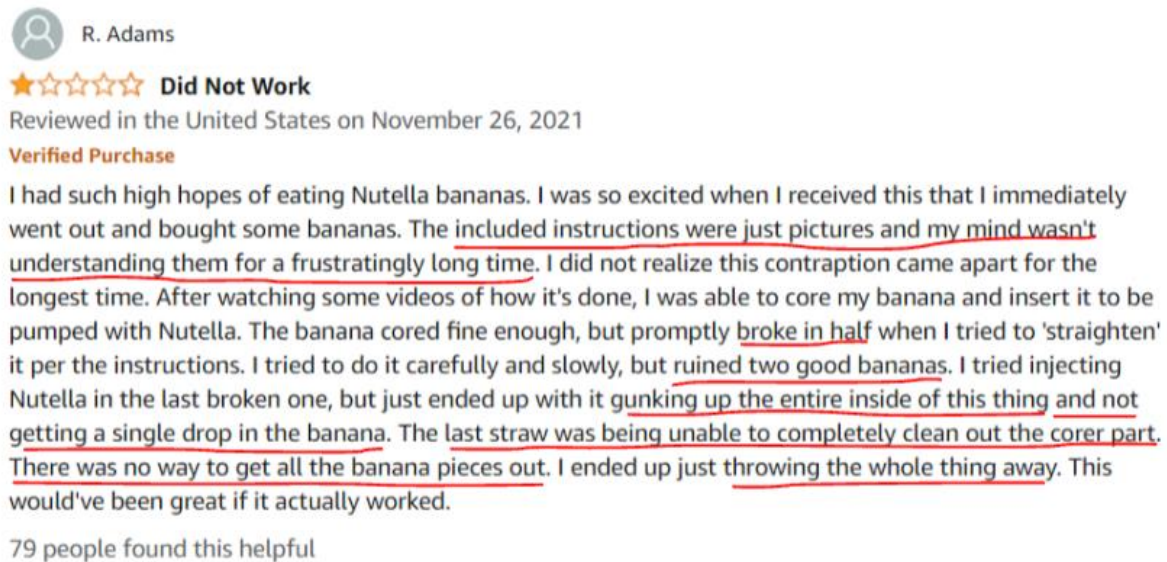


Figure 2. Screenshot of Miro board and the superficial analysis done over the negative comment.

Figure 2 shows a review for a product called “Banana Loca” a kitchen gadget that aims to satisfy a very niche necessity: Eating bananas with filling. The tool has several components and steps that when used hollow out the banana that can be then filled out by a chosen filling using some other components. This more superficial analysis process was that of simply underlying the most important aspects of the review, these being those sections in which a negative emotion or frustration rose and why. Section 10.1.1 of the appendix compiles this analysis. In this case “the included instructions were just a picture, and my mind wasn’t understanding them for a frustratingly long time” clearly indicates that this user did not understand the instructions this already complicated product came with which was clearly frustrating for them. This specific phrase is very straightforward; however, it wasn’t the case for some others. A good example from this same review “broke in half” and “ruined two good bananas”, these easily overlooked sentences do provide a lot of information if one takes time to see it. The mere fact that the user felt the subconscious need to state that the

banana was broken, and that two of them were ruined meant that this event was sufficiently emotion-evoking enough to have an impact on the user, sufficient impact to mention it on the review. For starters, the product advertises that the bananas are simply hollowed and then filled, the fact that these can be broken so easily and not follow the intended process evoked emotion in the user, valuable data that can be gathered and organized. The next step of the process was that of identifying in which category of the NSE (Nine Sources of Emotion) matrix the feelings this user experienced fit. Once understood the review was further moved onto an expanded version of the matrix created in the Miro board to aid with visualizing which of the categories occurred most often. This expanded matrix can be found in section 10.1.2 along with the more in depth analysis of each review. Once the review was placed in its adequate section further deeper analysis, like the one done above for the “broken in half” underlined quote, was done. This process had a learning curve, understanding the value of “broken in half” did not come easily, a lot of back and forth from one review to another was necessary when the understanding of the human psyche deepened. The above-mentioned review was placed in the “usage-attitudes” category since the process of using the product is obnoxious and frustrating, there are no other complaints. The product asks to straighten a banana, when bananas usually have a slight or aggressive curve to them which resulted in a broken banana for this user ruining "two good bananas". Overall, the product is messy and very finicky, the key takeaway is that the usage of the product was the issue for this user, they do mention that the cleaning aspect (a “consequence-attitude” complaint since having a frustrating cleaning process is a consequence of using the product) is frustrating too however it is not the most complained about aspect of the product or the reason they were mostly frustrated about it even though they mention this being “the last straw”.

In some instances, reviews could indicate a specific category very easily, but the deepened understanding of the human brain allowed for valuable argumentation for selecting a second category. An example of this scenario could be the following:

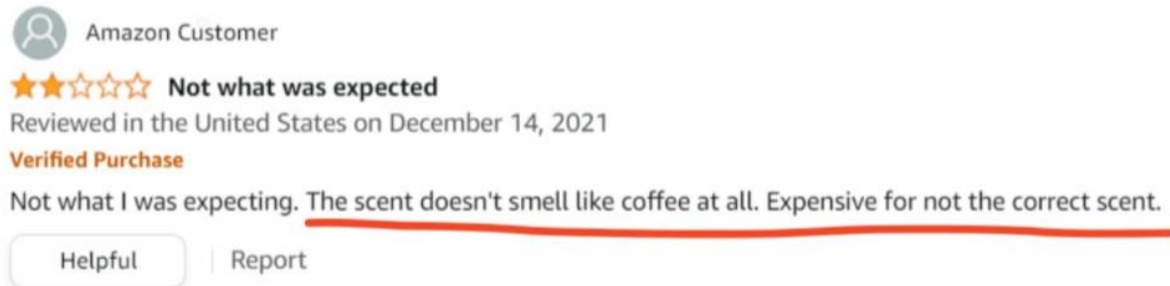


Figure 3. Screenshot of Miro board showcasing a repeated scenario for some reviews.

The user shown in figure 3 is frustrated by the lack of advertised coffee smell of the product (a bar of soap). The research did not provide insight into why one may want a coffee smelling soap however it is valuable to take into consideration the section in which the user mentions the pricing of the product. User do not complain about pricing often, in fact, out of the gathered reviews only 20% of them mention a price at all, which means that when price is mentioned it is valuable enough for the user to rise emotions, even more so if the experience with the product was negative and the user felt that their money was wasted. In this case the product was placed both in the “product-attitudes” category, due to its lack of expected smell and the “consequence-goal” since the lack of expected smell (the goal) had as a consequence the wasting of money.

To further explain the process and to more easily understand what made each review qualify for a specific position in the matrix one review analysis from each category will be shortly showed and explained:

Product-Attitudes:

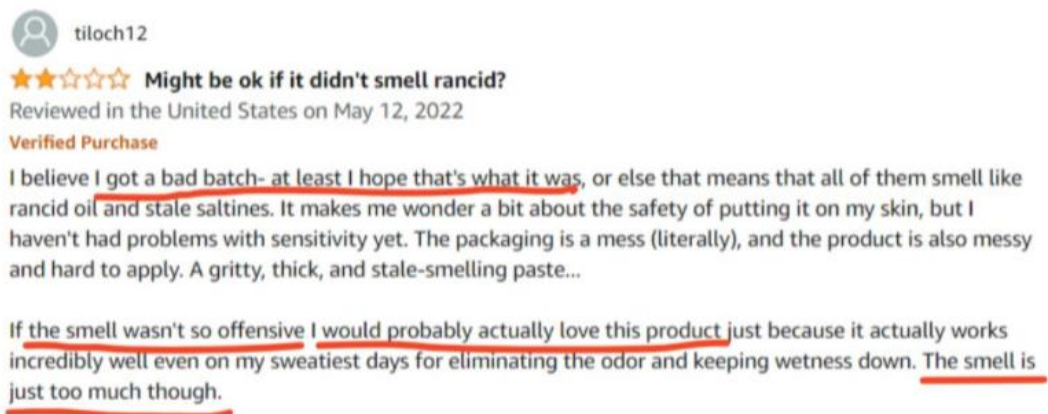


Figure 4. A review from the product-attitudes category.

This reviewer stated that the product itself worked great for them, in contrast to other users that found the product unusable. However, the smell of the product was so "rancid" and "offensive" that it pushed them to not use it. The olfactory sensation was so horrible that it rendered the product unusable for this user. Due to the attack to one of their 5 senses the reviewer had feelings akin to the "product-attitudes" category.

Product-Goal:

There were no reviews found that aligned with this source of emotion. For this to occur the product itself must be the sought after goal, following a marketing campaign or similar is necessary for a product to be applicable to this category; since the products found do not meet the requirements none of the evoked emotions can be linked to this category. This result could also be a fault in the research methodology, which incites additional investigation.

Product-Standard:

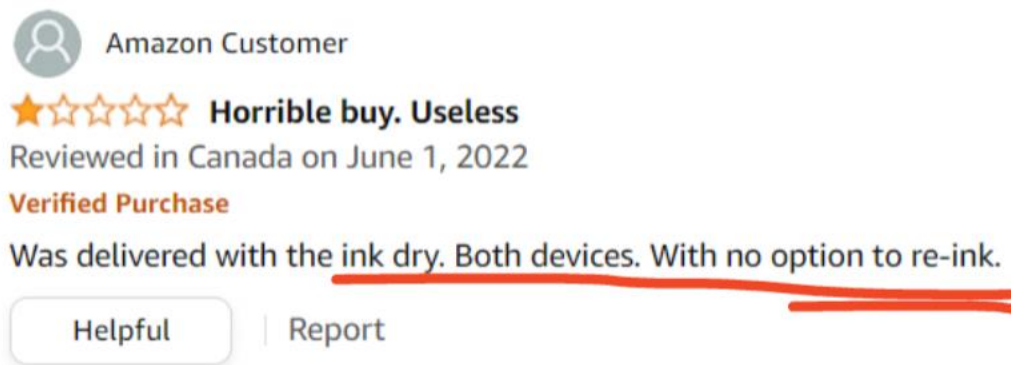


Figure 5. A review from the product-standard category.

When compared to other products (a text covering stamp) from the same product-type this product doesn't meet the standard of it coming with ink or the option to be refilled, rendering the product completely useless. Many products would fit this category since their poor design would make them not reach the standards like shown in the example. On the other hand, more unique products that cannot realistically be compared to other products have more trouble being placed in this category.

Usage-Attitudes:

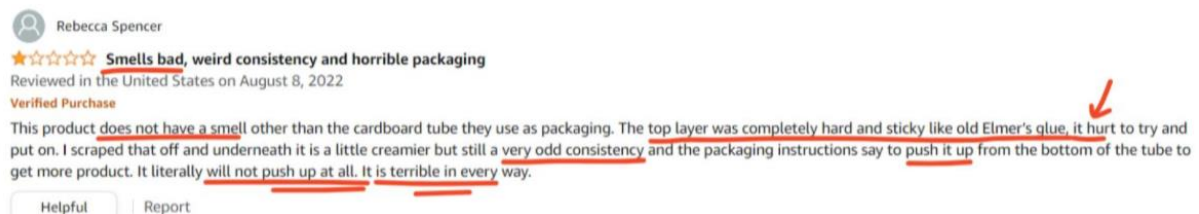


Figure 6. A review from the usage-attitudes category.

The process of using the product is what caused frustration as stated by the review. It hurt when attempting to apply the deodorant and the process of pushing the product from the bottom didn't function adequately leaving the user frustrated with their purchase. Although the user didn't like the smell the main originator of negative emotions was using the product.

Usage-Goals:

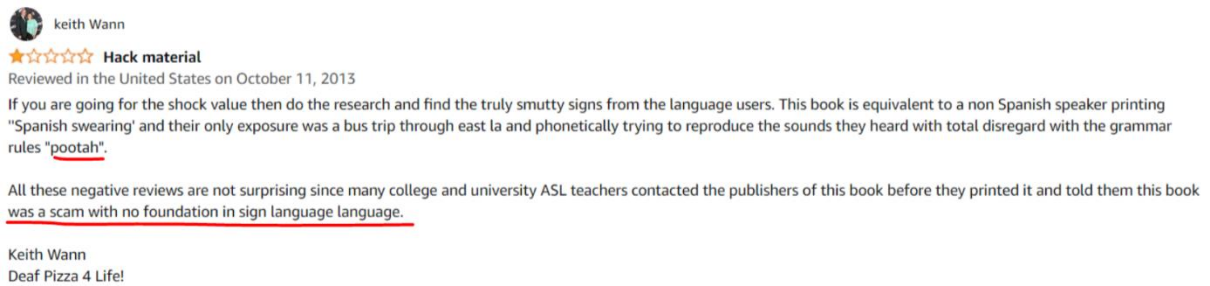


Figure 7. A review from the usage-goals category.

One buys a sign language to learn to sign, the one goal of the purchase is learning.

The reality of this purchase is that the lack of “foundation in sign language” as stated by the reviewer completely prevents the user from achieving their goal of learning.

Usage-Standard:

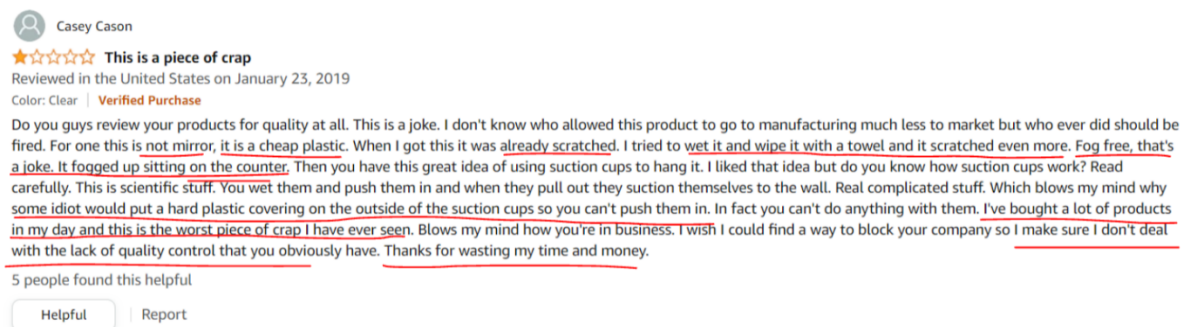


Figure 8. A review from the usage-standard category.

The usage of this product does not meet the standard of other shower mirrors, specifically since the suction cups have been blocked by an unnecessary feature of the design. The user also takes issue with the fogless aspect of the product since it “fogged up sitting on the counter” as stated by the reviewer. The standard for a bathroom mirror with suction cups would be a mirror that attaches itself to the shower wall and does not get fogged as advertised, the opposite reality of this product is what generated negative emotions within the user.

Consequence-Attitudes:

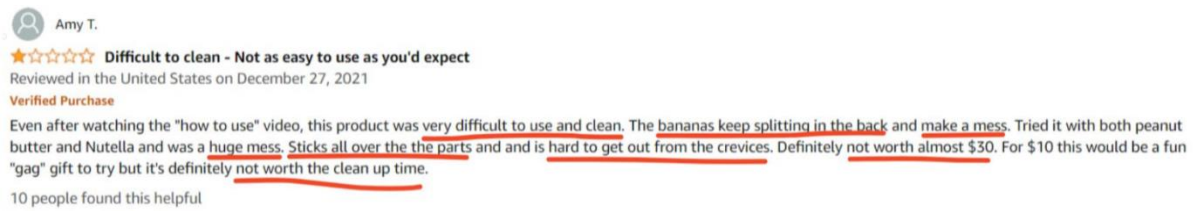


Figure 9. A review from the consequence-attitudes category.

As stated above hard to clean products for the most part belong to this category due to the fact that an arduous cleaning process as a consequence of using the product generates frustration and negative feelings.

Consequence-Goal:

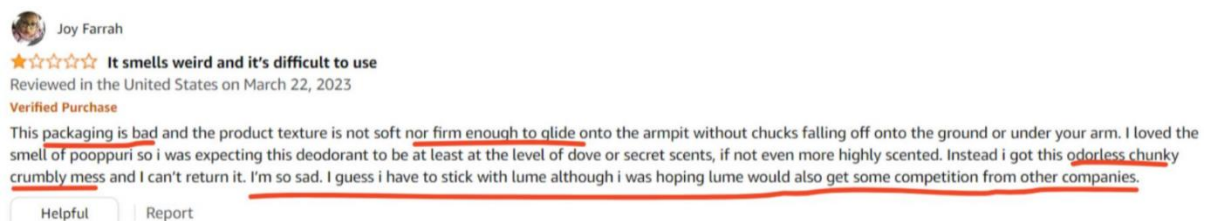


Figure 10. A review from the consequence-goal category.

The goal for this user was the fact that they bought the product hoping it would be a more economic alternative for their go to deodorant, but the consequence and the reality was that the product wasn't good enough for this. They wanted the product to do well enough to pose a threat to their main brand, but the product just isn't good enough meaning they are stuck with the above mentioned brand causing negative emotions.

After analysing the reviews there is a clear pattern within the sources of emotion. 47.7% of the negative emotions come from "usage-attitudes". When the process of using the product isn't enjoyable, is tedious or not well thought out the user has a very fast negative response. This also usually relates to the consequences as the experience of using and owning the product has an impact of the longer lasting effects. In some instances, though less frequent, just the design of the product creates negative emotions in unexpected discoveries, a lot of this relate to unexpected sensory issues. However, there are 2 categories that have been no reviews attached to them. As mentioned above product-goals is the first, since none of

these products are the type to be the goal itself, more often than not these products are not sought after by the users enough and do not reach that point within the user's emotions/needs. Consequence-standards is the other. This category assumes that the product stays in the user's life for a long enough period in which the product becomes a standard of the user's life, though in most instances since these products are badly reviewed, they are more often thrown away or returned.

An analysis process like this took time and lots of understanding, a lot of back and forth and an open mind. Many mistakes were made since these products could fit in several of the categories and in some instances the categories had slight overlaps which caused potential confusion. The lack of findings in two of these nine categories could potentially be due to the research method of finding and analysing user reviews, specially the "product-goal" category. To determine how common these two sources of emotion are additional research was done.

4.2 Questionnaires.

The purpose of the questionnaire was to research the "product-goal" source of emotion since, as mentioned prior, it wasn't found while doing the review analysis.

The questionnaire (which can be fully found in section 10.2.1 of the appendix) was very simple and focused on finding out if the above-mentioned source of emotion even occurred, and if it did, with what frequency. It starts by asking the user to think of an instance in which they had to wait before being able to purchase a product that they were excited to purchase. The reason as to why they had to wait could be anything from "saving money" to "the product wasn't out for purchase yet". Once they filled in a couple of scene-setting questions they answered if once they bought the product all their expectations were met; if the answer was yes then the survey ended for them since this source of emotion simply didn't happen to them. The questionnaire was distributed to close friends and family that had no

previous knowledge of the research subject to remain unbiased but would comply with the instructions given by the survey and were additionally instructed to share the survey's link to their close friends and family to achieve the highest number of responses possible. These people were selected due to the necessity of quantitative data, close friends and family would result in the highest chance of fulfilling the request of having the survey shared, whereas unknown people or strangers would not necessarily do that for someone they don't have a close connection to. Realistically, for this survey the key was to understand and learn if the "product goal" category of emotions even happened, and to achieve this quantity was more important than quality. Having a diverse range of people answering this survey would reduce the biases that could be caused if the surveyed group was from the same demographic since for example this source of emotion would be more common within a "X" hobby than "Y" hobby. Human connections are very frequently built upon common interests meaning that sharing the survey with friends could run the risk of reducing the diversity, however the fact that these people had built other connections with other people based on different interests reduced the chances of this happening; similarly, family members from different generations and with different passions sharing the survey with a broader range of individuals could potentially provide this sense of diversity that is looked for. The survey was shared both in Spanish and in English to reach a higher number of individuals which resulted in split results that required processing. Once the survey was sent an approximately week and a half limit was placed, responses that poured in after this limit would not be counted for the final data of this section. A total of 65 results in Spanish and 36 in English were collected, due to the limitations of the free version of the software used the results had to be processed manually by extracting the data from the software into an excel sheet which allowed to compile the Spanish and English results into a joint spreadsheet, this spreadsheet can be found in section

10.2.2 in the appendix. Once this was done, graphical representation of the key questions was made.

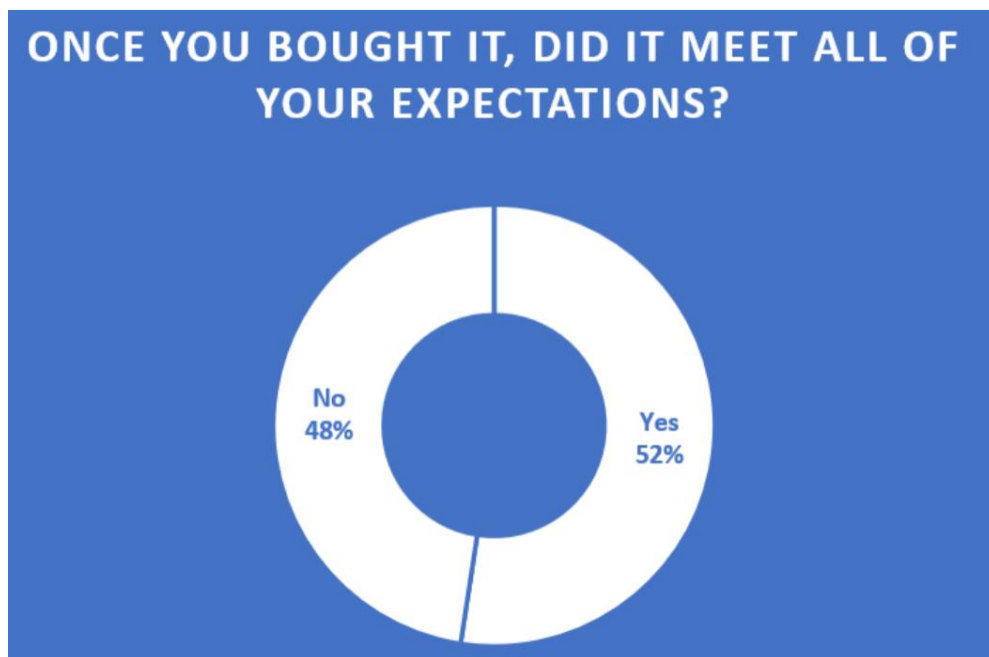


Figure 11. Graphical representation of the responses to the potentially questionnaire-ending question that showed how often the source of emotion occurred within the surveyed users.

Figure 11. shows that 52% of the users did not experience this source of emotion or at least not sufficiently enough for them to remember that it had happened to them which for this analysis it will be presumed as the same. This result also means that 48% of the users felt disappointment and did have this source of emotion happen in their life, however the following question directly asked if they felt that this occurrence was common, and the results also seem to split down the middle as shown by Figure 12.

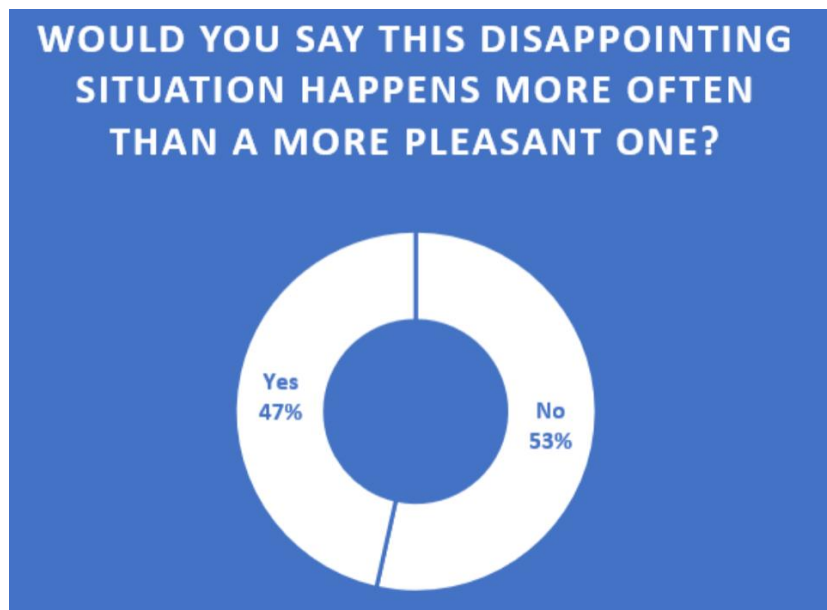


Figure 12. Graphical representation of the responses to the question that shows how common the users believed this event is.

The outcome of this analysis shows that this source of emotion is sufficiently valuable to be considered, since it happens with relative frequency. Furthermore, it showed that distributing the survey in the manner that it was provided with a successfully diverse range of surveyed people whose interests and passions were broad enough to provide valuable data. However, for this to be taken into practice for the following segments of the assignment a thorough marketing campaign that advertises a product in a way that makes enough people excited about it, and a follow up to this campaign that groups specifically these people for a product testing session in which they will be unavoidably disappointed are required. This is simple out of scope for the project and in turn will just be taken as a valuable lesson for future projects, which in the end, is the goal for this research.

4.3 Interviews

The objective of these interviews was to see if these frustrating situations happened naturally and as often as the review analysis seemed to show. Additionally, the goal was to have a more qualitative conversation that allowed for a more intricate analysis, to see why

things were frustrating for the interviewees and how their feelings and thought processes took them to the conclusions they arrived to.

The interviews consisted of five simple questions that firstly set the scene for the interviewees as to get them comfortable answering questions, followed by more subject-focused questions. The tone of the sessions was intentionally casual filled with follow up questions that provided the qualitative information, with a very heavy conversational feel to it as to make sure the participants were comfortable and freely speaking their mind. Similarly to the questionnaire the participants were close friends who did not know the purpose of the interview to avoid any potential biases and whose jobs ranged within a wide spectrum of industries to achieve a bigger matrix of responses. Additionally, interviewing close friends and family would keep the sessions more casual and would have the users more comfortable to truthfully speak their mind which is key for this segment; having strangers do this session could potentially have them “make up” their responses due to uncomfortable silences or out of a self-imposed pressure to answer each question with a detailed explanation. The key reason to interviewing friends and family comes back to the comfortability paradigm; for a qualitative interview in which the sought after data is deeply ingrained within the interviewee’s life and routine setting up a comfortable environment for them to freely talk about their life experiences without second thoughts, was the priority. To achieve this there is no easier way of doing this but to have an already established close relationship with the interviewee, attempting to do this with strangers would result in awkwardness and uncomfortable silences while friends and family would instinctively and naturally feel at peace with the interaction.

The interviews were voice recorded for ease of use and the answers were transcribed and more deeply analysed the names are kept private and each participant is given a nickname for privacy. The full transcription of the interviews can be found in section 10.3 of

the appendix. The answers were both compared to each other and contrasted with the previously analysed user reviews to see if any similarities or patterns were revealed. The same analysis method used for the reviews was done with the transcribed answers, a process of extracting information from the complaints was done to find the valuable information within the entire answer. Once again understanding the human psychology was crucial to find the information, important data could be easily missed if one doesn't thoroughly go over the "why" the interviewee said what they said in the manner they said it. The findings align with the product review analysis, both the reviews and the interviewees tend to be more frustrated by poor usage design of products making the "usage attitudes" category the leading cause of frustration once more. These interviews also showed a set of interesting patterns that focus on efficiency in the workplace, enjoyment and potential guilt during hobbies. Another interesting finding provided by these interviews is the fact that frustration and negative emotions are commonplace and very normalized. It seems that as a society we have come to accept the fact that things will have faults, the designs of products will not be perfect and will inevitably have something that is frustrating. The basis for this claim is originated from the fact that during the interviews, 4 of the 6 interviewees believed they did not find frustration in their environment, when asked, their immediate response was a very simple "no". It wasn't until this "no" was followed up with more questions that they did not realize that they, of course, find negative emotions, very often and a lot of them relate directly or indirectly with products. The reason as to why this occurred could be due to a combination of the capitalistic society we live in, in which planned obsolescence is such common practice and the fact that humans are adaptable by nature, we learn to accept the faults that the product that surround us have and adapt to these faults. Our duty as engineers and designers to develop products that add to the quality of life of humans instead of further complicating it. However, it is worth noting that after the interviews the "consequence-attitudes" category gained more weight to

its value since the consequence of using frustrating products also resulted in a waste of time. When asked about their workplace product related frustrations the participants claimed that frustrating-to-use products made their job slower and more annoying which in turn made their efficiency drop. A common pattern for all the interviewees: when a product makes the users waste time in their workplace and makes their work slower and less efficient there is a build-up of negative emotions. It is also worth noting how many of these products have an overlap in their frustration generation, the “usage-attitudes” are linked to the “consequence-attitudes” an example from one of the interviews that proves this could be extracted from the, nicknamed (after their job-title) “Bartender” interviewee. In this case they explain how the design of a coffee machine, and in turn, use of the product is frustrating. When cleaning there is a screen that needs to be pulled to access the inside of the machine, however this screen has no way of making this pulling easy or straightforward. The interviewee explained how the process is delicate and frustrating to deal with and requires a very meticulous use of their fingernails to pull. Which of course makes them waste time when working and doesn't allow them to be as efficient as they wished they were. They also talked about how specific beer taps must be held down to pull the beer when other taps stay down when pulled, the inconsistency in the design and the fact that the first type requires two hands at all times means that they cannot do something else with their potentially free hand, and in busy days those instances accumulate and as a result they waste precious time.

Moreover, another very valuable insight provided by these interviews relates to the “consequence-standard” source of emotion. The previously incorrect assumption stated that this event would not happen since users would not keep or keep using a product that generates negative emotions, however in the work place you not always have the power to substitute these defective products meaning this source of emotion does take place.

Interviewees that had this happen mention that they have no other choice but to accept these

products and find a way to work around them. These products become one of the many complaints one could have about their own job and become a daily source of frustration and negative emotion that comes with the job, even though it could have a solution and fix. The reality is that this source of emotion is for the most part out of the user's hands, they are forced to deal with these events and slowly but surely add up to their exhaustion. In many instances the workers with power to fix these recurring sources of emotions are not part of the workforce that must deal with them which makes them oblivious to their existence. An example extracted from the interviews is brought by the nicknamed "Hostess". During their door-to-door service they had to push a trolley filled with client orders very commonly these trollies had a defective wheel that made the experience very tiresome and inefficient. The water bottles they carried were glass and when coming out of the elevator the gap from elevator to floor caused a bump in the pushing which very frequently made the instability of the trolley stand out by having some water bottles fall and even break. To avoid this a very slow work methodology was required but of course the efficiency wasn't there. The reality is that supervisors and hotel staff that had the power to change the trollies, water bottles and even potentially provide a solution for the elevator-floor gap did not have the knowledge of these details simply because they didn't experience them. The consequence of this amounted in a daily frustration for the Hostess that could not be avoided.

This segment of research provided an overall reduction of research bias by giving a secondary view of the studied topic as well as qualitative information regarding the subject. It gave valuable information about the sources of emotion particularly about those that went more unnoticed during the review analysis process. It is worth noting however that since the interviewees were close friends and family the previously mentioned concept of "making-up" answers to fill in awkward silences or to comply with the task that would've been more common with strangers, could've still happened. The reasoning for this would be that friends

and family would want to comply with the task to such a degree as to make the research successful due to the already established and mentioned close personal relationship, however the risks of this happening would be counteracted by the fact that the made up or enhanced-for-the-research answers would potentially stand out since this close relationship would point at the untruthful responses. Overall, the interviews provided the information that was sought after, and the interviewee selection proved adequate by reducing any potential biases. Although a complete avoidance of biases is impossible, the result from this research is valuable enough to prove that the reduction of biases was sufficient. Additionally, the interviewees seemed to align with the research and as above mentioned, provided insightful information regarding the sources of emotion, particularly the ones that seemed to be less frequent in the review analysis segment. It is worth noting that the first interviewee was the odd one out in this project; surrounded by product induced frustration from the review analysis to the survey and interviews everyone seemed to get reasonably flustered by products. However, the first interviewee, nicknamed “The Calm One”, seemed to not let these matters get into their head. Interviewing this user was interesting since it seemed to align with the complete opposite to the researched findings, going completely against the norm. The reasoning as to why this interviewee did not find products frustrating could be related back to Desmet’s (2002) works in which he explains the “Appraisal approach to Product Affect”. The appraisal process serves to analyse that which surrounds the individual. The example given explains how the appraisal process of a fire alarm might induce fear within an individual due to the potential hazard and push them to flee. This common reaction is referred to as “relational” since it varies from person to person and the context in which it occurs. In the case of “The Calm One” something that may seem frustrating by many might not evoke frustrations within this interviewee, they seem to be much more rational when it comes to products. Desmet’s (2002) work explains that the process of appraisal is composed of

stimulus, concern and emotion, for “The Calm One” there seems to be little to no emotional connection to products meaning that the process of appraisal is interrupted and so no reaction is generated, they don’t feel frustration towards products because they barely feel any product-related emotions. The gained knowledge will be taken note and carried towards the next segments of the project by implementing these findings in the final design.

To conclude the field research section an overview of the findings is due. This section will be structured following the sources of emotions:

Product attitudes:

The negative review analysis provided insight for this and almost all the sources of emotion. When a product has an unexpected sensory stimulation that results in an unpleasant usage of it. These sensory stimulations can come in any of the 5 human senses, through smell, touch, auditory, taste or visually, the last one would also relate to the previously mentioned concept of “attractive things work better”. Designing something to be visually attractive or unattractive aids with having the user understand the product and how to use it effectively. Frustration from this source of emotion is more common through olfactory sources however it can be equally as interesting through tactile sources.

Product goals:

Review analysis provided no insight into this category which is why the questionnaires were done. As previously mentioned, the results showed very promising sources of emotion with substantial frequency for it to be a valuable source of frustration that can very effectively evoke intense negative emotions within the user. However, due to the scope of the project the possibilities of applying this source of emotion are limited.

Product standard:

This segment refers to how the product compares to the standard within its product category. Negative emotions can be evoked through this category by having products not

meet the standard, it frequently is the case that designer attempt to innovate with the product design and the result is a product that performs below what is the very basics of its product category. Using this source of emotion would require originality to change and innovate with products in such a way that the result seems niche to pique interest but with a negative conclusion. Potentially through the removal or change of key components or standardized features. Things that would obstruct the usage of the product, like lacking a way to refill a product that can easily run out or design a highly complex product that requires many parts that work interconnectedly and provide a poor set of instructions to inform the user.

Usage attitudes:

The most found source of negative emotion. Usage attitudes refer to anything that must be done to have the product achieve its function, when the usage attitudes are frustrating it seems to not matter how effective it is at completing its function. Evoking negative emotions through usage attitudes would require poor ergonomics that are designed to complicate the process of usage. As mentioned before many of these sources of emotion relate and affect each other, a very noticeable concept for usage attitudes since ultimately, the process of using the product gets affected by both product standard and product attitudes very heavily. The process of using a device for prolonged periods of time that has an unnerving smell would imply that both the smell and the fact that using it forces the user to be continuously exposed to this odour are the sources of negative emotions. Negative emotions can also be evoked through this category by designing the product in such a way that the physical act of using the product results in frustration or discomfort; if the design requires that the user goes through a tedious or painful process each time they want to use the device, negative emotions are evoked. It is worth noting that the 3 usage-based sources of emotion get affected (more than the other categories) if the product doesn't work; if this is the case

then the product cannot be used, therefore the lack of usage evokes negative emotions. If one cannot use the product then the lack of usage attitudes generates frustration.

Usage goals:

Negative emotions evoked through this category require the usage of the product to obstruct a goal, thus generating frustration within the user. Worth noting that the goal does not necessarily have to be the main goal or purpose of the device, of course, if a hairdryer actually made hair wet then that would evoke a lot of negative emotions, realistically the way this source of emotion is presented is a lot more subtle and secondary. The usage of a product could work towards one goal without tacking the broader picture into consideration and could potentially complicate other goal completions. Furthermore, even the features within a product could be affected by this, the usage of one of the features could obstruct the goal that a different feature is trying to achieve. A good example of this could be how phones now only have one jack, used for both headphones and charging, in this case, the usage of the headphones would obstruct the goal of charging the device.

Usage standard:

For this source the emotions get evoked from the comparison of the product's usage with other product of its same category. This source of emotions is present when a product does not work as intended or serves its desired purpose since the very basic concept of being usable isn't met. Moreover, this source can be very easily identified when several objects are used in the same environment repeatedly or in sequence. An example is given in the interviews when "The Bartender" interviewee mentioned the beer taps, although the concept of having to hold the tap down may not seem frustrating at first glance, having the more efficient comparison right beside it evokes negative emotions.

Consequence attitudes:

Product-evoked emotions originated by this source relate to the consequences of owning or using product. Research shows that these emotions are heavily linked to other sources, the bad smell of a product could linger after its usage, consequently generating long lasting frustration, or the usage of a kitchen device might be messy, requiring a long and tedious cleaning process. Inevitably the sources of emotion are tightly linked; to forcibly evoke negative emotions from this source the frustrating features must have a long-lasting effect on the user. Non-consequence-attitude-emotion-evoking products have frustrating features that can be ignored once the user stops interacting with the product, to achieve the opposite effect the frustrating features must have a lingering effect on the user.

Consequence goals:

The consequence of owning or using a product can or cannot facilitate a goal, this concept can generate negative emotion. Review research indicated that with frequency the consequence of not having goals met evoked frustration due to the fact that the product bought turned to be a waste of time and money. When the usage of a device results in a waste of time the emotions generated can be attributed to this category, in fact wasted time is a highly effective way of evoking frustration and negative emotions as the interviews demonstrated. Applying or designing features that have the user waste time during the usage of the device can be a focal point when attempting to apply this source of emotion.

Consequence standard:

This source of emotion was not found during the review analysis due to products not becoming a standard within the users lives since bad products get thrown away or substituted. However, the interviews proved that forced prolonged exposure to frustrating products not only can happen (in environments where one does not have control to change these products) but is also highly effective at generating negative emotions. A valuable are for future research

can be found here, how does prolonged frustration affect the user-product relationship? Can this frustration be overcome? Does the user develop a deeper attachment to the product due to having overcome an obstacle? The takeaway for this project is that frustration evokes further negative emotions if it is a continuous unavoidable frustration.

5. Design Phase

The start of the design phase had as a goal to use design as a research tool to further understand the sources of emotion and frustration in particular. Through exploration on how these sources can be applied to products and initial sketches deeper comprehension of the matrix can be achieved. Initial sketches had as a goal to apply each source of emotion individually and later combine them to see how the matrix affected the design and how the different sources affected each other.

5.1 Learning through Sketching

Through sketching, brainstorming and ideating some product ideas were born. Having one of the sources of emotion as a focus new valuable insights into the matrix were gained. Throughout the process a quick realization took place by attempting to consciously implement negative “product-attitudes” into a design. To achieve this the product is required to affect the five senses in some way. However, a balanced seemed complicated. A hairdryer could smell like burnt hair but could potentially seem too dangerous for the user and make them stop using the product altogether. Which brought in a new question: How can one balance the nine sources of emotion to achieve maximum frustration and what is the desired effect on the user? With this research question in mind, the process continued. The full showcase of sketched product can be found in section 10.4 of the appendix, the following section highlights the key products that provided the most valuable lessons.

For “product-attitudes” smell seemed too complicated to implement, especially for products in which smell isn’t a mayor feature. Touch however could more easily be implemented, by having a product give an unexpected touch sensation discomfort can be found. When designing negative “product-standards” one must keep in mind that the product should perform bellow other products in the category. For example, ballpoint pens write consistently, a bellow average pen wouldn’t. An attempted design with this idea was made, the result however bled into “usage-attitudes” too much, although the core concept seemed interesting enough to keep in mind for future reference.

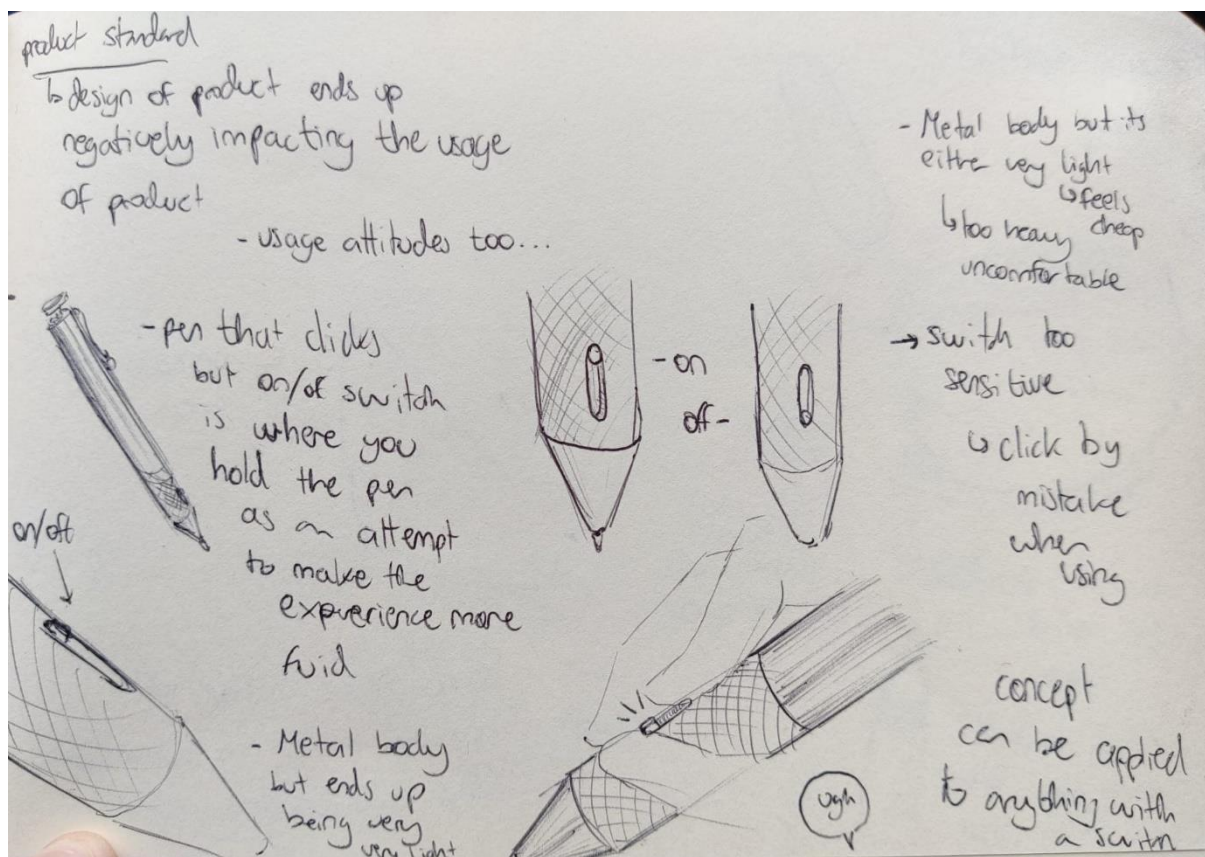


Figure 13. Sketch of pen with a frustrating activation mechanism

The core of the concept is changing the classic design of a click pen to better accommodate the user and making it more comfortable and fluid to use. By changing the position of the activation mechanism near the tip, the pen instead becomes frustrating to use

since the mechanism would be triggered by mistake very often. The subtlety of the design makes it so that one gets attracted to the concept but doesn't realize the inconveniences of the product until it is too late. This concept of "faulty novelty" seemed interesting and was further investigated. By sketching a faulty marker cap mechanism that caused it to not lock properly and consequently have the ink dry an understanding of the subtlety of frustration was found. For this product a very simple replacement can be found, meaning the negative emotions are easily overcome and don't grow too big. Some kitchen tools provided interesting insight.

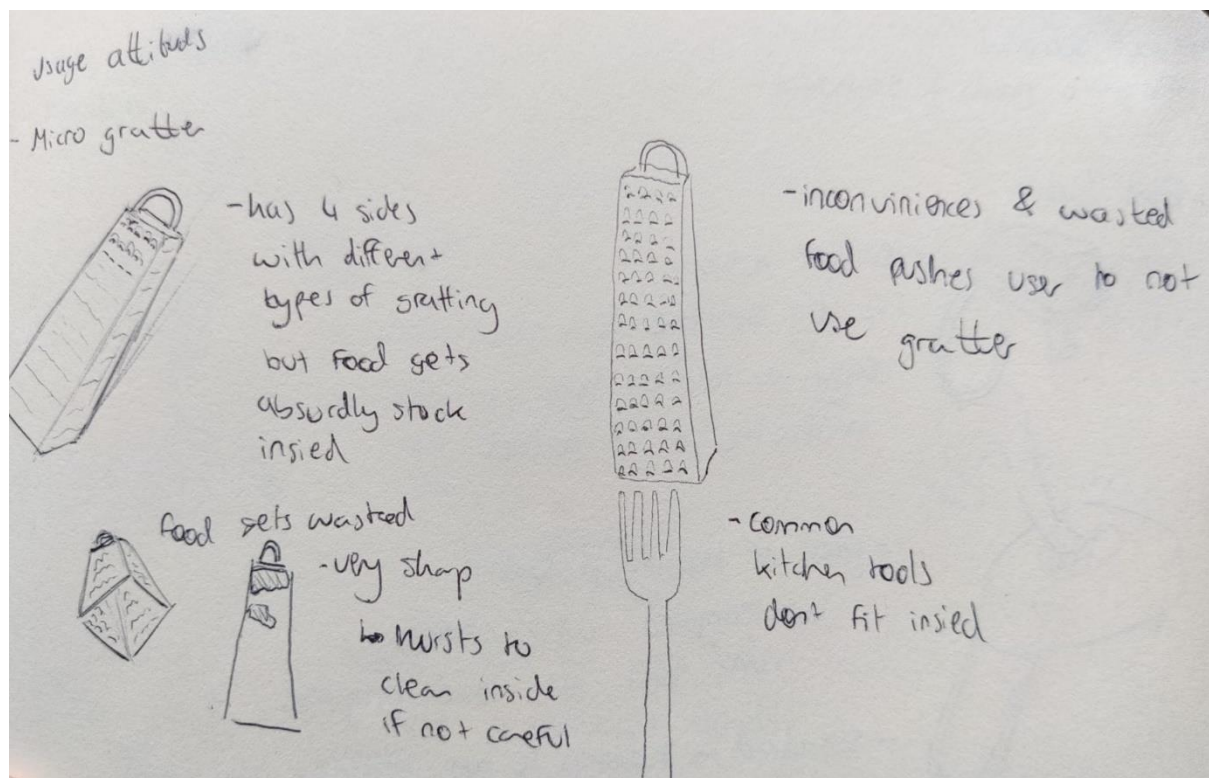


Figure 14. Sketch of a cheese grater designed to be frustratingly tight.

The very simple cheese grater had its geometry be an inconvenience to its usage by complicating the process of removing the cheese from inside the product. Once removed the cheese could potentially be clumped together due to being stuck in a tight space which further evokes frustration as it gives the sense that the process was useless. Ideally the cheese would be fully unshredded, as the process would have been 100% useless. Additionally, the fact that

one would have to dig the cheese out of the grater, a product with many small blades, pain could also be a factor since the usage might result in unintentionally cutting oneself. The reality, of course, is that this is physically impossible, though the concept could potentially be applied for future designs and was noted as valuable insight.

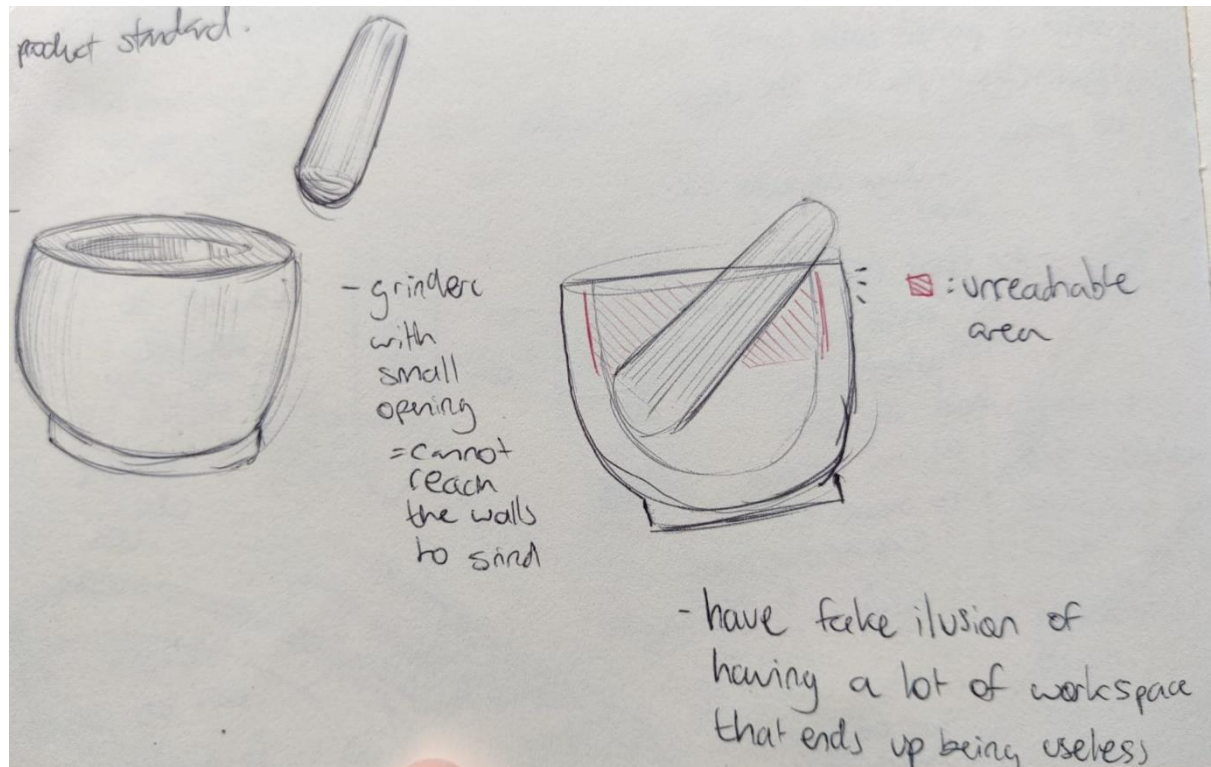


Figure 15. Sketch of mortar with a faulty interaction.

Figure 15 shows the intersection of a mortar that has very little to no actual grinding area, giving the illusion of high functionality by being able to grind a higher volume of product when in reality, it would hinder the grinding process. Although this may seem extremely basic, the concept of a “hidden frustration” was valuable gained knowledge. The “hidden frustration” in this case would be a way of applying usage attitudes since the process of grinding would be slow and tedious as well as consequences goals since the time it would take to grind the envisioned volume of food would be a lot slower. Additionally, this “hidden” aspect occurs when the frustrating aspects cannot be found until the moment of usage arrives; meaning there is an additional aspect of frustrating consequence goal in the aspect of wasted

time and money spent on this product. Another frustrating aspect applied to these sketches was that of unhelpful instructions paired with a confusing product. An example for this was the “Banana Loca” product found in the user review section, and a waxing kit was used to envision this situation. The wax would come in small pellets contained in a plastic bag that required melting as well as a plastic cup that would be used to hold the melted product. One would assume that the purpose of the cup is to hold the pellets while they are melted in the microwave, however, bad instructions would not specify that this plastic cup wasn’t microwave safe and in fact would melt when heated up. This situation would have the user questioning the product as well as if they used the product properly, this sort of confusion would evoke negative feelings towards the product which once more, are hidden until the usage takes place. Also worth noting is the fact that frustration can be “mental” like in this case, in which the user would feel unease and untrustworthiness towards the product, compared to a different product in which the frustration would be more “physical” like it is the case for the cheese grater.

The biggest take aways from this process would be smaller concepts extracted from these very simple designs like the “faulty novelty”, the “hidden frustration”, the “mental vs physical” frustration and the “unshredding of the cheese”. It seemed as if designing simple products aided in the realization of many different frustrating subtleties that could be later applied together. These interesting puzzle pieces were connected because of simple design sketching; however, the process implied a clear necessity for complexity, The more pieces and features the design had the more there was to play around with, simpler products remained too simple meaning a more complex product would allow the frustration to bleed into every aspect of the product. Complexity is necessary to achieve longer lasting usage and with it a build-up of frustration. Having understood about product-evoked emotions and how frustration can be subtly applied to designs a decision on a vessel can be taken.

5.2 Vessel design

The word “vessel” refers to the fact that the final outcome of this process focuses on all of the concepts and ways of elucidating frustration more than the product itself. The vessel entails that the product is not more than a simple “container” filled with the frustrating features. Through exploration on how these sources of emotion can be applied to products and initial sketches deeper comprehension of the matrix can be achieved. The following sketches applied this above-mentioned complexity to find what could be an adequate vessel to make a prototype of; however, this section of the process was still very exploratory and conceptual.

It begins with an application of the “faulty novelty” concept mentioned before. A wine bottle opener that is designed to also allow to recork the bottle through its subtly changed design.

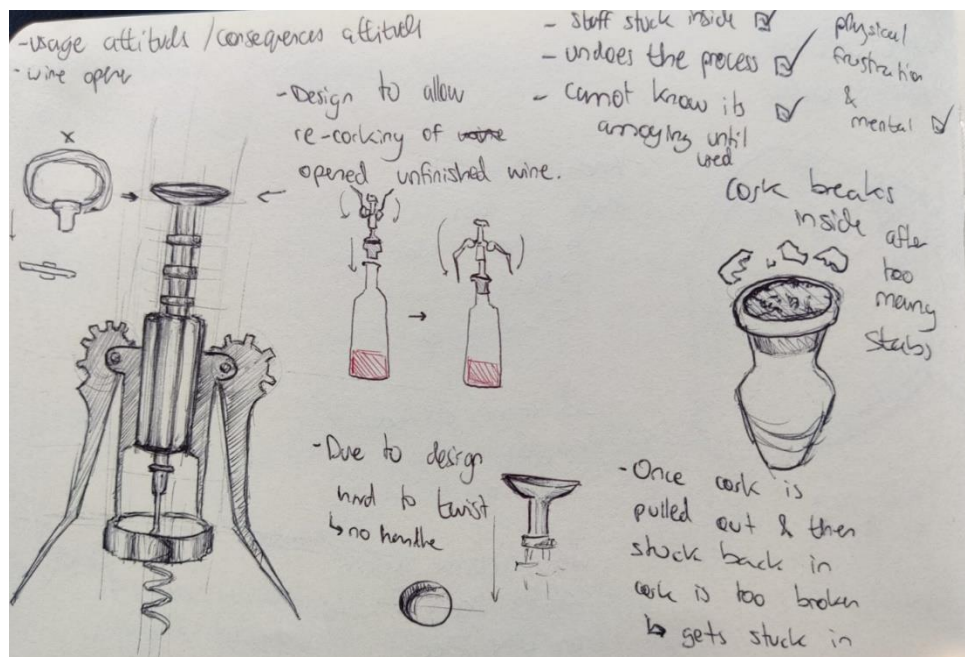


Figure 16. Sketch of a wine bottle opener with a faulty application of novelty

Figure 16 shows that by simply changing the handle shape the usage attitudes would be incredibly frustrating since there would actually be no leverage to ease the mechanical

process required to open a wine bottle. Additionally, once the bottle is recorked, the process of opening it again would require the user to stab the cork once more, which would cause the cork to split down and break, causing the bottle to potentially remain closed as wine bottles famously do. This consequence attitude would be an application of the “ushredded cheese” concept mentioned before and would not be noticeable until the product is used (“hidden frustration”) and would also be related to the concept of “psychological frustration” as the user would feel like the usage was executed wrongly since the result was so unsuccessful.

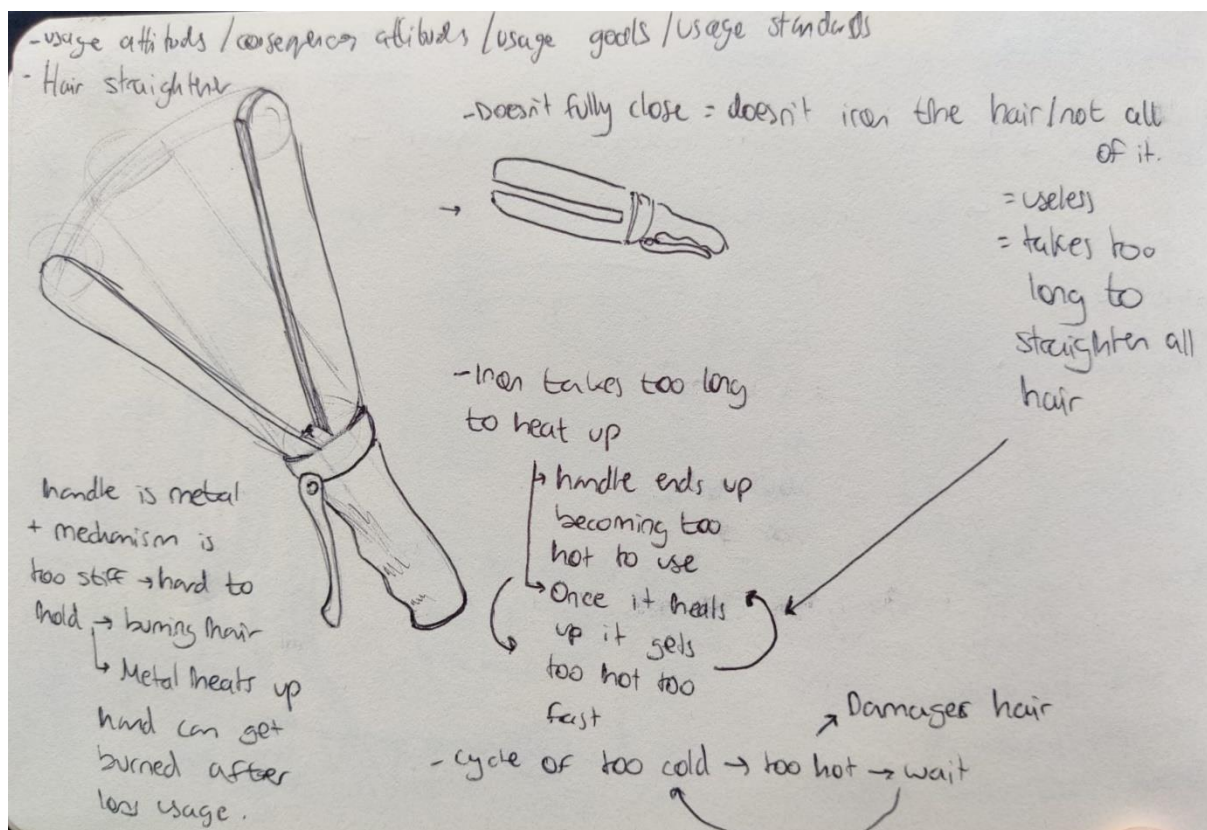


Figure 17. Sketch of a hair straightener with a frustrating heating cycle

More exploration was done for the “physical frustration” concept in the form of 5 senses analysis. A hair straightener was designed to aid in this scenario. The product, as shown by figure 17, would be designed out of metal or another good heat conductor, meaning that the usage of it would potentially cause pain through the progressive heat increase that the usage of the product would require. Additionally, the straightener would take a very long time

to heat up to the level required for it to be used, however, once it does the heat would keep increasing to an unusable and unsafe level, causing heat damage to the hair unless turned off momentarily to cool back down. The usage attitudes would be filled with waiting by requiring a frustrating cycle of heating and cooling as well as dealing with the heated handle that would waste the users time and patience and want of straightened hair. Moreover, as a final detail the heated clamp section that closes on the hair to straighten it would not fully close, meaning that the volume of hair that undergoes the desired effect is smaller than expected. The usage of both materials and shapes that do not benefit the purpose and goal of the product would add to the frustration (usage attitudes and usage goals) as well as the inadequate electronics of the product that would cause pain, hair damage and waste valuable time of the user (product attitudes, consequence attitudes and consequence goals respectively). The following designs revealed an interesting and somewhat overlooked aspect of frustrating product development: the context of use. As mentioned in the interview section, when users are subjected to constant frustration through the use of poorly designed products that they have no power to change consequence standard emotions are evoked. However, it is important to note why the users felt like products that made their work less efficient were frustrating context-wise. Up until now the focus has exclusively been on the product itself and not the environment or situation it is being used in; when one is working, they are subjected to stresses and critical scenarios that would affect their livelihood (if they do bad and get fired, they will have no money to live off). This concept can be very easily applied when looking into what products tend to be more frustrating and it is a valuable piece of information that is key when exploring a vessel to apply the research to. Of course, having found this potentially key aspect of design further research would be necessary to understand frustrating context at a similar level at which the rest of the research is understood, however

due to the scope of the project this will remain as an additional concept to take into consideration when choosing a vessel and will be left for future research.

On the other hand, some exploration is worth visiting to understand the concept to a more applicable level. To achieve this further sketching was done with a focus on the context of these products.

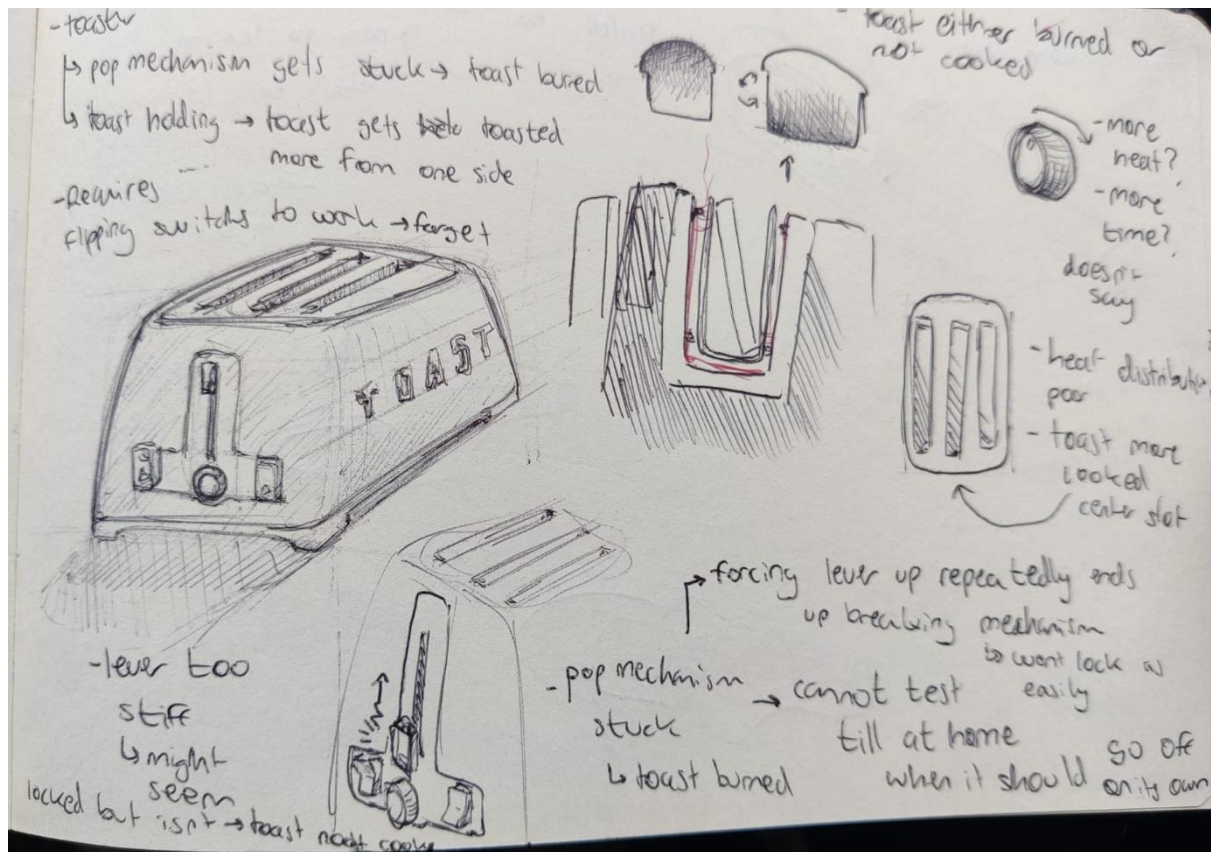


Figure 18. Sketch of a toaster with frustration bleed into all its features.

Figure 18 shows a toaster that has been designed to waste time and provide an unsatisfactory result. Toast is more often than not a breakfast meal, and breakfasts are both the first meal of the day and the meal that usually has the biggest time constraints. Starting off the day with an unsatisfactory experience that could result in a big waste of time means that the frustrations and negative emotions get amplified and multiplied by both already evoking unease as well as having the user be more prone to these emotions throughout the rest of the day since their state of mind is already negative. This design would have the

toaster's activation lever mechanism very stiff as well as have the tactile feedback be unclear as to when the toaster has been properly activated. The result would be the user thinking their breakfast is being prepared when in reality the toast is just sitting there. Applying poor instructions to an unclear set of levers, buttons and wheels that are part of the product's controls would further confuse the user and give off this sense of "psychological frustration". Even more so when the activation of the toaster not only requires the lever being pulled all the way down, but a switch must be turned on too for the product to toast. Additionally, a classic toaster malfunction has the popping mechanism be faulty resulting in extra cooked toasts, applying this to the design would increase the overall dissatisfaction with the product. Finally, as the cherry on top, the toaster's "alignment" mechanism (the one that holds the toaster straight) would both be too wide and not close enough, resulting in a tilted piece of bread that gets toasted unevenly on both sides making the eating experience ("consequence goals") frustrating as well. As previously mentioned, having a product that has each of its design features evoke negative emotions through the use of frustrating "usage attitudes", "consequence goals", "product attitudes", "psychological frustration" and "hidden frustrations" be part of an already sensitive context amplifies the frustrations felt.

Another example of a product designed for a "sensitive" setting would be the one shown in Figure 19.

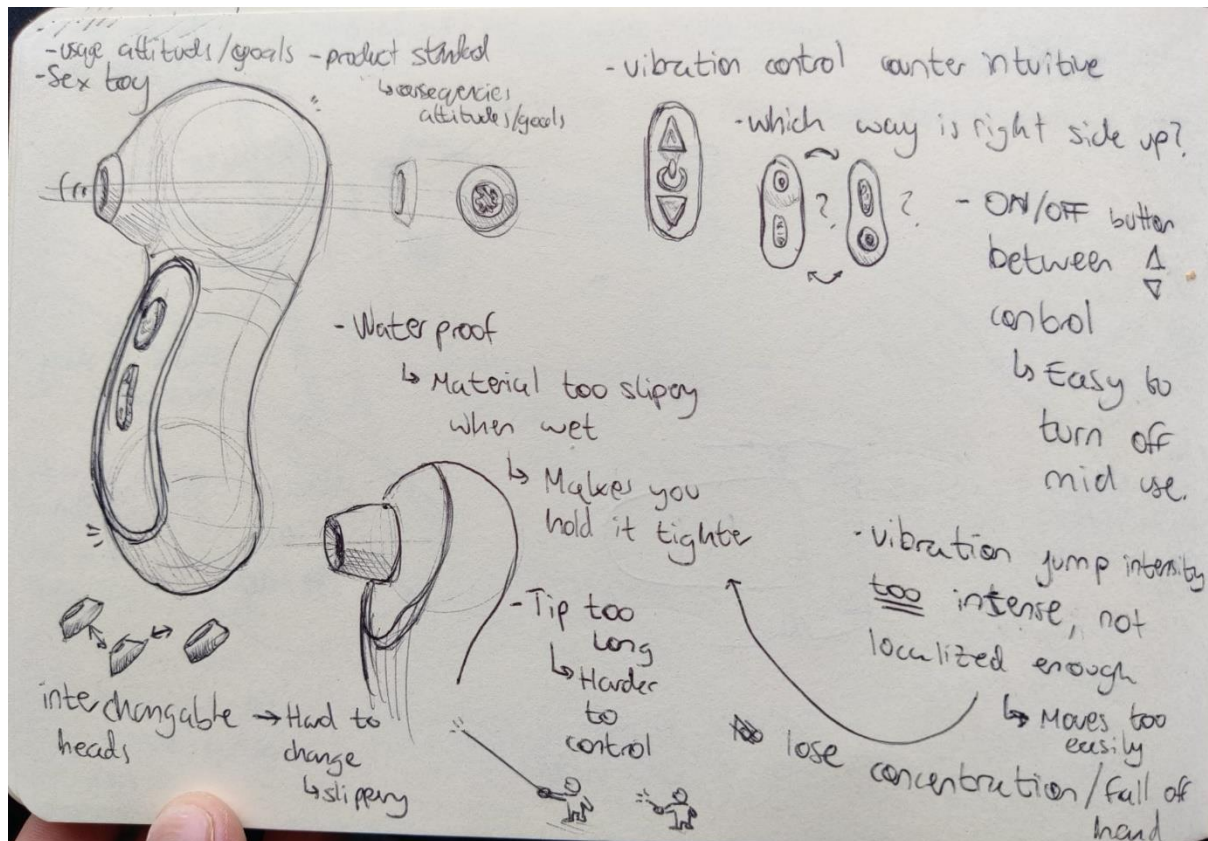


Figure 19. Sketch of a frustrating sex toy design

The product in this case is a sex toy, a product used in a very particular setting in which the user has a very clear goal. To achieve frustration with this product the design revolves around frustrating usage attitudes as well as obstructing the goals of the user. With a focus on “psychological frustration” applying incoherent instructions to the product through the control system negative emotions can be evoked. Having the power control buttons be indistinguishable would result in an increase in power when the intention was to reduce it and vice-versa. Additionally, having the on/off button sit between the two could potentially make the user unintentionally turn the device off when attempting to control the power. These issues would distract the user from their goal and lose focus from their activity which would very clearly cause frustration. Moreover, by having the default power and vibrations be both too intense and not localized or focused-were-they-should-be might make the user lose control of the sex toy, it could fall or slip off their hand. To top it all off the “contact point” or

the tip could be designed to be particularly long, meaning that the accuracy would be reduced, paired with the already “hard to keep still” features the product would fill a situation that is meant to be enjoyable and pleasurable with frustration and dissatisfaction. The previously mentioned “psychological frustration” would be present by causing desperation within the user’s experience as well as having the features align with the “hidden frustrations” mentioned earlier. This design can also be interpreted to apply the “unshredded cheese” concept since the usage of the device is meant to achieve a goal that might seem to aid but through the usage of it the result is undone. A user could be pleasuring themselves in a heated state of mind (shredding the cheese) without the aid of the device, might get more into the situation and think to themselves to use to product, the result being that the state of mind they’re in gets obstructed and dissolved due to the products frustrating features (unshredding the cheese).

Exploiting the concept of a sensitive environment seemed like an interesting approach, to take it a next step the product could potentially generate an even more sensitive setting. For this reason, the following product was designed; a hand vacuum as shown by Figure 20.

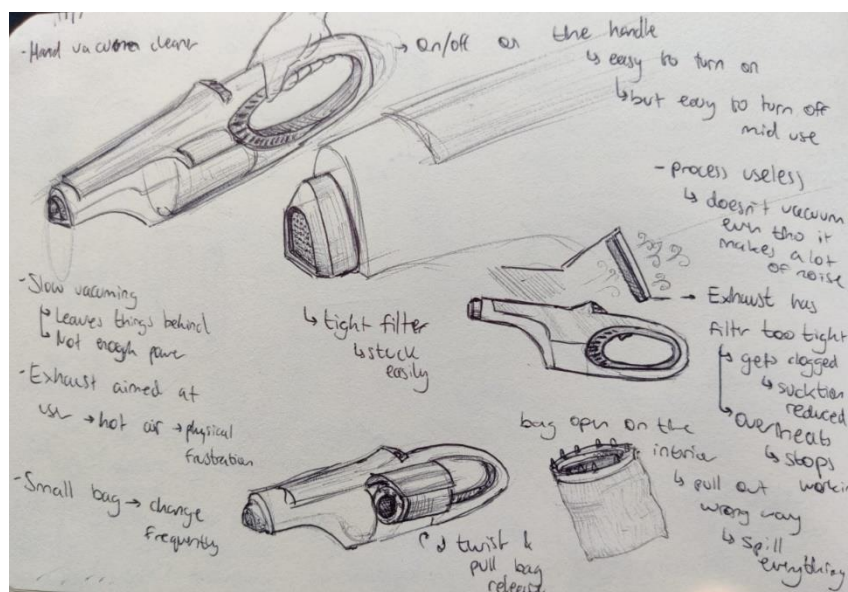


Figure 20. Sketch of the frustrating vacuum

This hand vacuum has its features designed to exacerbate the already tedious and overstimulating experience of vacuuming. Vacuums are well known for their loud noise, this product would be no different, in fact the noise would be egregious compared to the efficiency and sucking power of the device. Similarly to the previously mentioned pen (and sex toy as a result), the activation would be placed near the hand/handle, making it easier to turn on when using it, but also making it easier to turn off when not meant to. The sketch shows how the exhaust would be designed in such a way that the product looks modern and sleek, while also aiming directly at the user. This would cause the already overstimulating experience even more so by being hit with hot air directly on one's face or body. Additionally, the exhaust's filters would be too tight which wouldn't allow air to flow freely enough, having as a result the suction power be reduced, as above mentioned. Less suction power means that the experience of vacuuming is extended since more time would have to be spent going over sections that had already been vacuumed. Furthermore, the poor exhaust would cause the product to overheat and turn off on its own either cutting off short the vacuuming chore or further extending the experience by having to wait until it cools back down to a usable temperature. Finally, as shown in the sketch the bags would open by flipping open a hatchet that holds the bag open towards the mouth of the device. The positioning of the bag would have unaware users spill the open bag's contents back onto the floor, once more "unshredding the cheese". This design plays with the "physical frustrations" through the use of negative "usage attitudes", "product attitudes", "usage goals" and "consequence goals".

Overall, this more in depth sketching of more complex designs provided the necessary learning opportunities that were missing in the previous section. By providing the ability to intertwine the sources of emotion as well as the concepts learned from the simpler designs, products that bleed frustration are born. These designs have frustration and annoyance seep into every aspect and feature of its mechanisms, each of them could become the vessel of this

project however contrasting the feasibility must be accounted for since some products are much more electronically complex than others which would result in longer iterative prototyping phases as well as more safety measures to be considered. The toaster design seemed like a highly frustrating product that utilizes its context to enhance the frustration while the vacuum abuses its nature to create this context. Research into the internal components of these types of products was done which enlightened the understanding of the resistor mechanisms of a toaster and hair straightener as well as the airflow dynamics of the vacuum. The sex toy on the other hand seemed like it functioned with a very simple electronic circuit that used a motor and a custom piece that produced the “suction” effect. As above mentioned, the sex toy’s usage is tied to a specific and frustration-sensitive setting in which any negative emotions will be augmented and enhanced to a higher degree than would usually be, this reason as well as the previously mentioned features and the simplicity of its electronics made it the chosen vessel for this project. The next section highlights the design phase of this particular device that had some interesting focal points as well as a more thought-out final design.

5.3 Final Vessel Design.

5.3.1 Background Research

To begin an adequate final design phase additional sex toy research and of the internal electronic components of the sex toy that was designed was done. Sex toys come in all shapes and sizes, as well as having different types of pleasuring methods. These devices are very common in the 21st century, they are widely used within the BDSM, queer communities as well as within heterosexual relationships and are designed for any type of genitalia and body shape. However, sex toy companies have popularised and focused their aim on devices for vulva owners (Döring & Ilmenau University of Technology, 2021). Within these genitalia

there are different types of stimulation and so a wide range of sex toys. The more nuanced and complex are the clitoral suction type since the way it works seems to exploit a particular physics practice that involves pressure and air waves. As stated before, more complex products provide a higher chance of frustrating design, which is the reason why this type of sex toy was selected going forwards. Going into very specific and scientific detail with how these devices work might be interesting for future projects; however, for this one the main take away is that they require overcoming a slight learning curve since the air pressure and positioning of the device is very specific and vary from person to person (Writes, 2019), but they are sought after due to the efficiency these tools provide at reaching the desired goal. In fact, Davis et al., (1996)'s empirical research states that 80% of the women that preferred clitoral stimulation with a sex toy declared that they always or most of the time achieve orgasm. The process to design a prototype required an understanding of the internal components and due to the scope of the project and insufficient electrical engineering knowledge the steps to properly manufacture this design required buying an already existing device and using its internal components for the project. Some research was done to find a suitable subject to "frankensteinize" although the process was short and sweet since the only requirements were that the device functioned as previously mentioned and that the costs weren't too high. For this reason, the "Satisfyer Number One" was selected. The internal components are the following:

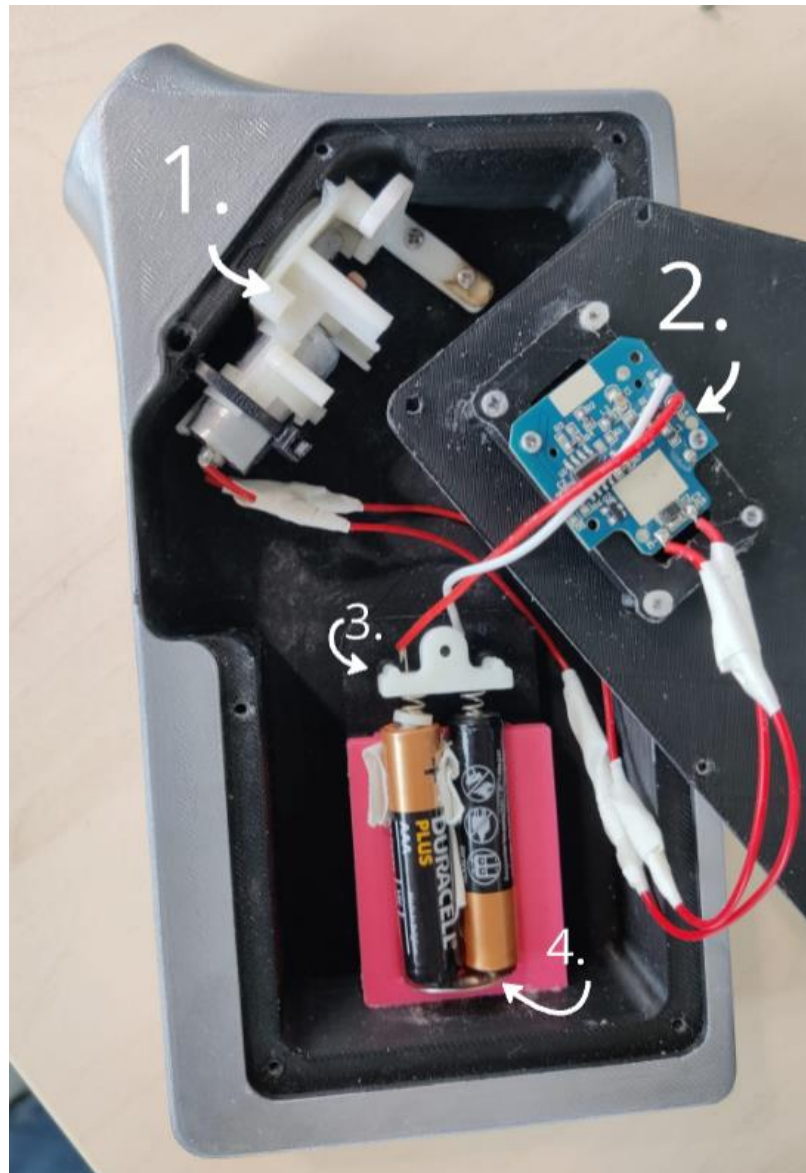


Figure 21 components numbered.

1. Motor and Drum: The most important component for this product to function adequately, the motor and the “drum” serve to give this product its functionality. The foundation of this device, when turned on, the motor gives the axis rotation, and the drum’s arm translate this circular motion into linear motion making the drum pulse causing the air waves to be pushed through the canal and giving the pleasurable sensation.
2. PC board: The brain of the device does as any other PCB does, support the functioning of the device by connecting the components with a compact set of

connections. In this case, the ON/OFF buttons as well as a “ON LED” are built on the board to keep the system compact.

3. Battery Bracket: This component serves to provide a connection for the batteries that would power the system. They are fixed to the device through a friction fit and has a set of springs that provide the conductive connection for the circuit.
4. Connection closer: The final part that will be taken from the original device will be the small circular metal plate that, as the previous part, serves to close the circuit.

Having understood the internal components, the sketching and brainstorming segment is due, but before starting is worth listing the focal points, and the aim of the design once more. During this exploratory step the main focus will be to apply the acquired knowledge from the entirety of the project, using the academic research that provided understanding of human emotions, to then use this understanding to contrast and compare the review analysis as well as the interviews and questionnaire results and finally using these lessons to come up with practical and applicable concepts during the learning through sketching segment. As mentioned before the potential of this device is to apply frustrating usage attitudes due to the value research has shown towards this source of emotion and goal obstructions sources of emotion. Exploiting the concept of “psychological frustration” by giving poor instructions of usage as well as designing an overly simplistic control system. Although somewhat out of scope, altering the power output of the product to be significantly more intense would provide what was mentioned before of having a hard to handle vibration that would cause discomfort withing the user as well as potentially having the device fall of their hand or slip around too much adding a “physical frustration” to the mix. And finally, as designed before, a longer-than-average “mouth” or contact point would imply less precision when handling increasing the already complicated use of the product and adding to user dissatisfaction.

Overall, the previous design whose focus was making an enjoyable, sensitive and intimate experience into a frustrating complication that would undo any kind of arousal the user is feeling. The concept of “unshredding the cheese” would be present in this way and the idea of having “hidden frustrations” would be another focus point, requiring the look of the design to not result in this experience at first glance. Due to the nature of this product the “product goal” category could be applied since the user could potentially look forward to this product and the experience it would provide, however, as previously mentioned the scope of this project does not allow this to be a focal point since it would require some sort of marketing campaign to publicize the device. This source of emotion would however be taken into account if the product was actually launched into the market.

5.3.2 Exploratory Sketching

This being clear, the sketching can actually begin. The process involved playing around with shapes and sizes, looking at already existing designs and how this could be altered to keep a sense of what the product was but applying what above mentioned. Initially the concept of a hard to hold and un-ergonomic device was explored.

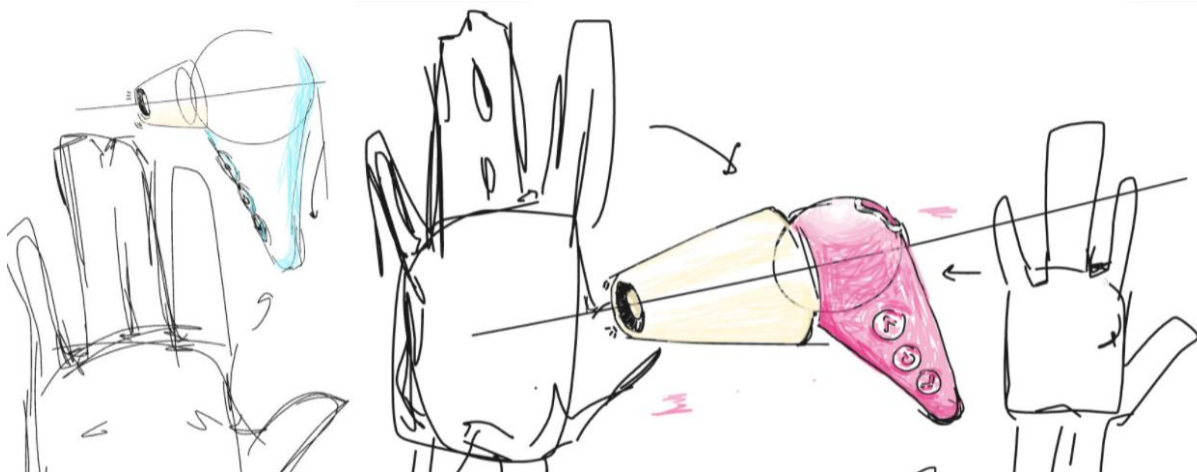


Figure 22. Two of the many sketched sex toys, these focus on proportion and hard to hold handles. Hands are sketched next to them to give a sense of proportion.

As shown in figure 22, designing for a sloped handle that would make the user’s hand slip would not only result in a somewhat ugly design (a valuable aspect as mentioned at the

very beginning of the academic research) but by exaggerating the features the resulting surface area to apply place the contact point would make the overall look feel disproportionate. The shaped featured in figure 22 however, evoked a sense of “spikyness” that could potentially result in an uncomfortable but not too aggressive pain that was further explored.

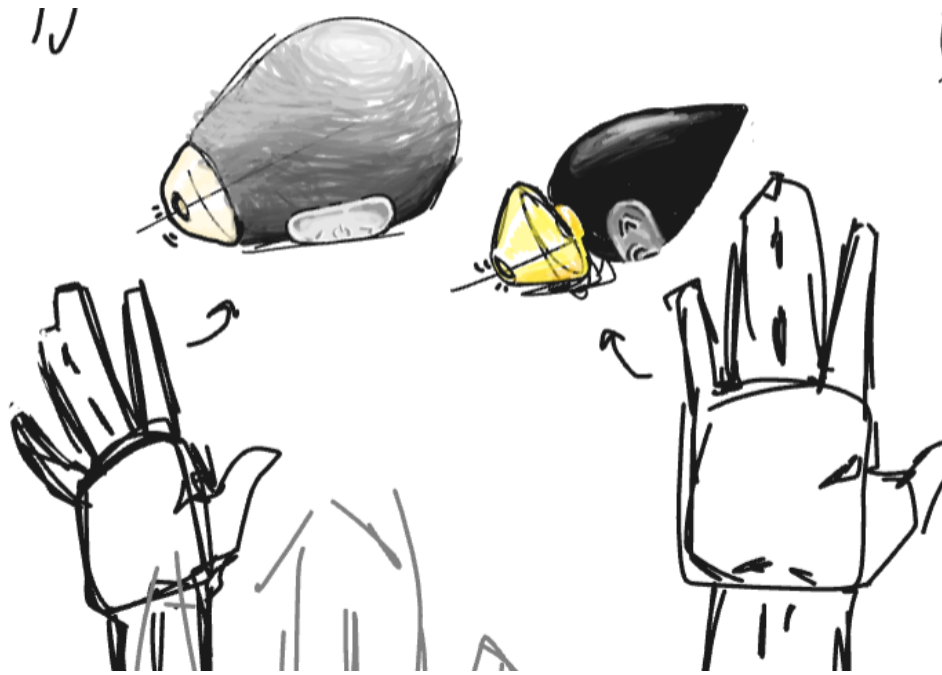


Figure 23. Examples of uncomfortable holding as well as subtle painful holding

To force the user to hold the device in such a way that the pointy end is aimed at the palm the positioning of the controls is played around with as shown by figure 23. Two examples are shown, merely holding the device in a way that places the user’s thumbs over the buttons while also aiming the device towards their genitalia would cause discomfort in the wrist, however additional exploration was necessary to achieve a look that bled frustration into each feature. These products are usually designed with curvy shapes, and soft finishes that have ergonomics at its centre point, the complete opposite was studied, by playing around with hard angles and primary shapes (figure 24) further understanding of both comfortability and discomfort was achieved.

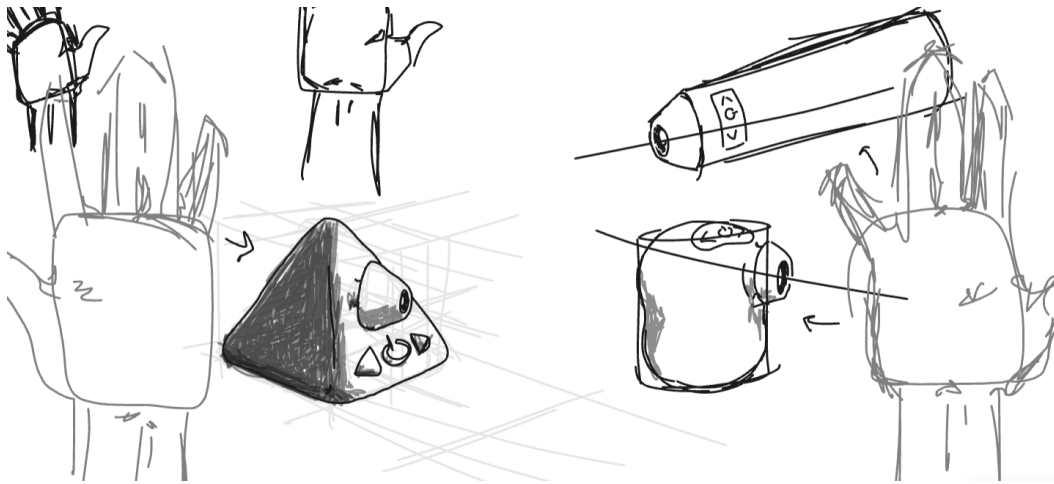


Figure 24. Showcase of some of the hard angles and basic shape exploration.

It is worth highlighting one of the sketches that resulted from this exploration. Not only the opposite of what is common was explored, an exaggeration of this was also investigated. A device that takes the current trends and patterns to the next level by maximizing curves and softness.

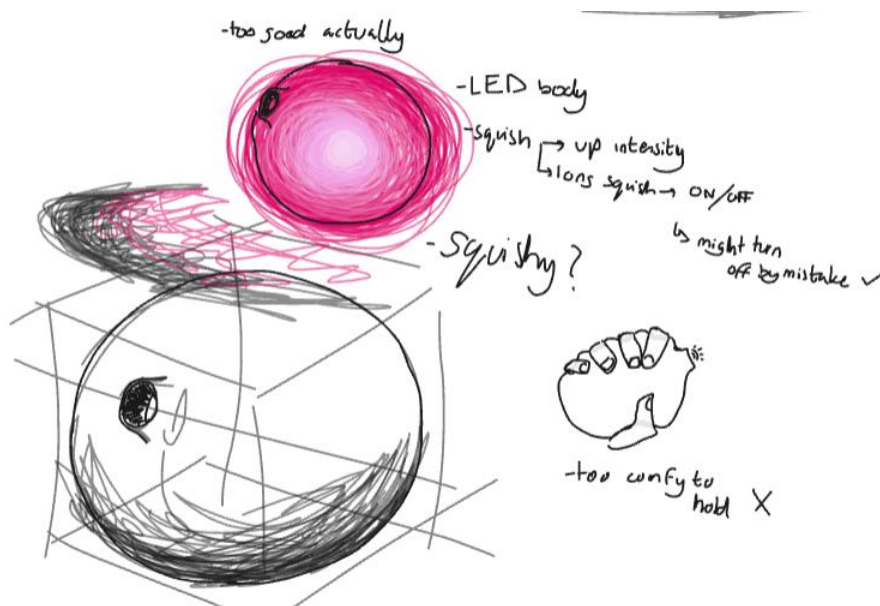


Figure 25. Peak roundness and softness explored, resulting in the opposite of what was sought after.

As shown in figure 25, the result is interesting to highlight due to the fact that by exploring the options for discomfort, what could be a very well-designed product was found. A device that simplifies the body to a sphere, made with extremely soft materials that allow

to reduces the controls to an intuitive squish and a LED light to shine through to indicate the status of the product could be very comfortable product that does exactly what wasn't the goal, which funnily enough, is the deeper goal of the project: exploring frustration, human emotions and good (realistically, bad) design through the negative lens to provide insight and an edge when designing future devices and products. The project would serve as a learning experience and a lesson to future designers.

The culmination of this brainstorming sketching exploration phase resulted with the final look of the product as shown by figure 26.



Figure 26. Final look for the prototype and a first-person point of view of how it would be held and used.

This design explored materials as well as shape, by having the design be made of metal (aluminium) the weight of the product would be much higher than that of a plastic device, meaning that using the product for prolonged periods of time would result in

uncomfortable pain and a “physical frustration” that was explored and not precisely implemented in other looks or designs. Moreover, the sensation of cold metal on the skin, although pleasurable for some, would more often than not, not be the sought after feeling when one uses such devices and could potentially cause a break or pause in the experience. Additionally, the design could be argued to resemble a battery pack as a means to have a “camouflaged” or sneaky sex toy that resembles an everyday carry item due to the taboo nature of these products. Doing this, one can exploit the product-standard source of emotion; by attempting to “innovate” the interest of users could be piqued and so they might be intrigued and buy the product while unaware of the “hidden frustrations”. Realistically, holding on to a big rectangular device would not be comfortable in any way, and to further incorporate frustration the handling of the device is thought out. The position of the suction point is placed intentionally on a corner as to guide the users into holding the device in such a way that the control buttons are uncomfortably far from the fingers as well as force an unergonomic grasp of the device. Additionally, the interface is intentionally designed to be confusing by having symmetrical arrows for both the increase and decrease power, making it impossible to differentiate which is which without activation of the device. This concept would further evoke negative emotions since the intended handling of the device would have the increase power button be unintuitively aiming down, which could provoke confusing during a context in which the user’s focus is not on which button is which but their own pleasure. Furthermore, these products have charging port through which to connect the charging cable, the position of this port is placed in such a way that, if the device is charging during the experience, the cable would lay on top of the user, adding an unnecessary and potentially distracting sensation.

5.3.3 Prototyping

Having developed a look, the manufacturing process could begin, starting with acquiring the Satisfyer Number One and accessing the internal components to measure and recreate in a CAD setting. Once acquired, the product received did not have a charging battery but functioned with AAA batteries. Although this was not thought of during the initial design phase, the resultant device could potentially be even more frustrating. A battery-based device would require a constant change of batteries, and a device without an interface to inform the user that the batteries were close to running out could potentially have the user find this out mid-use, abruptly finishing the experience. Furthermore, the process of opening and replacing the batteries could also incorporate frustrating concepts, having this be a slow or tediously meticulous process could potentially frustrate even the most level-headed users that might not get flustered by the batteries running out. Having found an additional way of evoking frustration the steps followed to complete the prototype involved CAD designing the device with CNC machining in mind since the ideal outcome of the product would be made from solid metal. The process required detailed care to properly fit the internal components within the new geometry, as well as iterative testing and several trial-and-error phases to determine the most adequate measurements and most precise internal geometry to best fit the electronics. Specially, the bracket that held metal springs that are in contact with the batteries to close the electronic circuit, since this part was very small and required a tight pressure fit that was hard to measure with precision. As seen in figure 27, the segment that would have this part be placed on was isolated and 3D printed several times with slight variations in its dimensions to find which fit was the best.

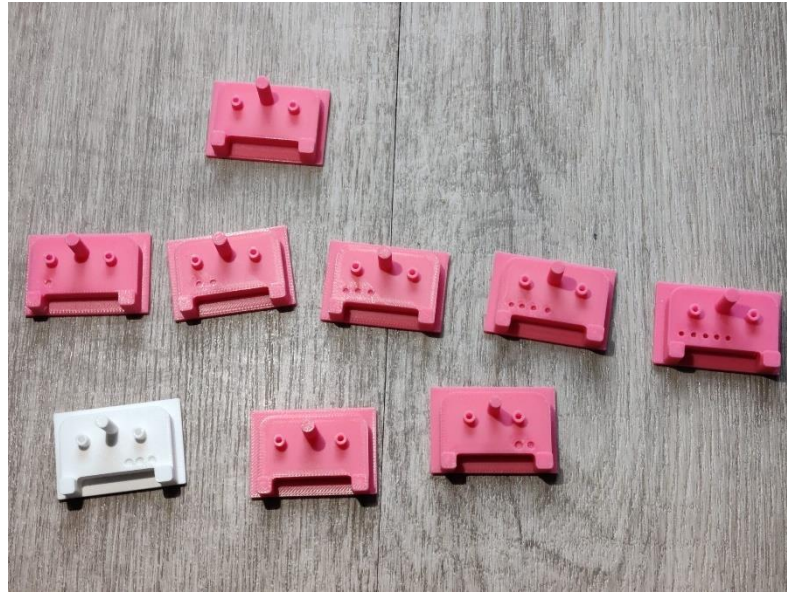


Figure 27. Iterative process of prototyping the section of the device that would have the spring-holding bracket pressure fit onto it.

Developing the actual prototype to reach the desired outcome however came with several obstacles that required changes and frustrating work arounds. Initially the design was aimed to be milled through CNC machinery, however after investigation, the costs of this process would turn to be too high for the scope of the project, and so a different pathway had to be planned. Due to time constraints that came with attempting work arounds the device had to ultimately be 3D printed as it is the fastest rapid prototyping technology that one could access. This complication made it impossible to achieve the adequate metal weight and feel and to somewhat have this, the 3D print was produced with and 100% infill, meaning that the product is solid plastic to mimic the weight as much as possible and for the user testing segments the user's will be handed a piece of sheet metal to get the sensation of metal while handling the device as a means to have a direct comparison. Finally, to achieve a smooth surface finish in which the layers of a 3D printed model are not visible a long sanding and priming process is required. As mentioned above, time was of essence during this segment of the project which unfortunately cut this process short and so the final surface quality of the prototype does not meet the expected look. One could argue that this adds to the product

since, as previously mentioned, unattractive products work worse. However, this was not the intentional outcome, and the design product would not have these faults in the surface quality, meaning that although it could add to the prototype, during the user testing session the user would be informed of this mishap and would be asked to not take the surface quality into consideration when making their judgements. Finally, after a too-short process of sanding and priming, a coat of chromed silver paint is applied to imitate that of a metallic product. The results of this process can be found in Figure 28, as well as Figure 29 which showcases a render of the intended surface finish and look. and a further look into the internal components can be found in section 10.5 in the appendix.



Figure 28. Final prototype

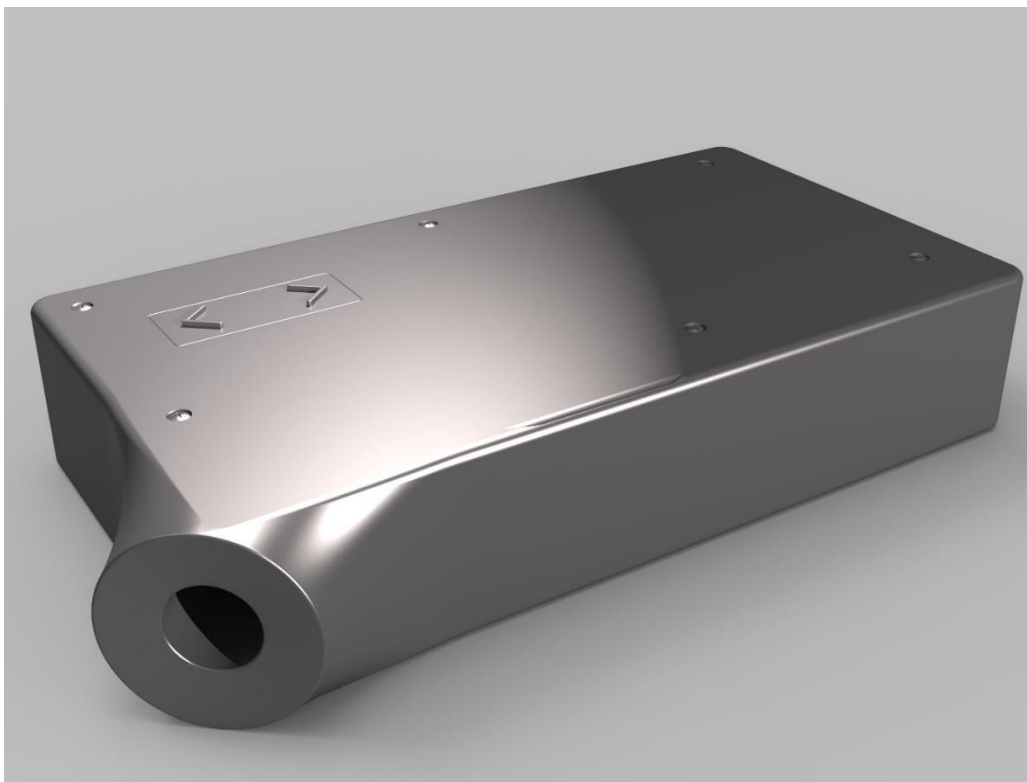


Figure 29. Rendered look of intended surface finish

6. User testing

6.1 Planification

Having successfully manufactured a prototype of the design, verifying if the frustrating features and concepts above mentioned were applied with success and if their effect on the user works as intended. To do this, a user testing segment for the project is planned; of course, the device requires an extremely intimate setting that cannot be achieved for this project due to the limitations involved. A perfect test would require as many prototypes as testers to guarantee a 100% hygienic and ethical project, as well as an in-depth ethical agreement in which the testers give their consent and agree to fully using the device as intended. Due to the complications this would entail the user testing session was planned to be a casual conversation-type interview in which the users simply manipulate the device on a table-top setting while giving their thoughts and answering a set of questions. To give weight and value to this testing two groups were formed, Group A would be aware that the device has intentionally been designed to be bad and frustrating, Group B on the other hand were not aware of this fact. The goal of this separation is that of comparing the results and opinions of the users and see if their opinions change based on knowledge or not. The individuals chosen for this segment follow the pattern shown throughout the project: close friends, they were selected due to their more eagerness to help and trustworthiness. However, in this case, individuals whose genitalia aligned with that of the intended user of the device were prioritized. On the other hand, one of the testers did not follow this since having the opinion of someone that could potentially use the device not on themselves, but on another person was interesting as well, since the design of the product focused primarily on self-usage, potentially the product could be, unsuccessfully, not as frustrating if used on a partner.

6.2 Execution

The sessions took place at the Desing LAB in the University of Twente, an open area aimed for design student where they are free to work both on their studies and projects, figure 30 shows an image of the test set-up and location. The reasoning behind this location is primarily due to the comfort and familiarity the users felt with this location as well as the casual feeling it gave to the sessions; the interview-like testing took 10-15 minutes which provided enough time for the testers to familiarize themselves with the device while answering the questions.



Figure 30. Set up of tests and glimpse of location

The user testing sessions were started with a brief introduction composed of an explanation of the project for Group A, to inform them that the device was designed to be frustrating, that Group B didn't receive, a request to be as sincere and objective as possible and an explanation that the prototype would ideally be manufactured in metal and so the finish would be different. The sessions continued by handing both the small piece of sheet metal as well as the prototype and the users were asked a set of questions. The full interview-

like user testing sessions can be found in section 10.6 of the appendix. The first question asked the users what they thought the product was, as this was not information they were given beforehand, only the first tester who after a few seconds after having unintentionally turned the device on during this question, figured the prototypes purpose due to the sound and vibrations it was generating. Before that and similarly to the other 3 tester, their guesses aligned more with the intended look of a portable battery pack, due to the geometry some individuals stated that it seemed like the device was used to aim at something, like a controller of sorts. After informing the users of the type of product the prototype was the second question followed. This asked the users to give their opinion on the aesthetics of the device, as a means to see if the “ugly products work worse” concept was properly applied and to see if the product attitudes as well as product goal categories were being represented. The overall opinion of the design aligned between the four testers as well as the intended design of the product: the prototype was very inhumane; it lacked an organic feel necessary for a sex toy. The product was ugly, so ugly even, that the testers stated that they would not buy it, however when this was followed up with the claim that it was designed like this to be a “camouflaged-as-a-battery” sex toy three of them stated that it would be more interesting like that and could potentially push them to buy such product. Worth noting that tester number 4, who was part of Group A, stated that the product was successful in having this be frustratingly contradictory; if the product was advertised as a sneaky to carry product, the weight of it made the portability of it very uncomfortable. This, as not mentioned above, was not part of the intended design of the prototype, the weight of it was intended to be frustrating during the use of the device, however a “happy accident” was created as well. Furthermore, the overall response to question 3 that asked the testers how they envision the experience of using the device, based on what they had felt by manipulating the object in their hands, turn out to be, aligned between all four testers. The device would not allow for a pleasurable

experience, if any. Tester 1 talked about the material used and expressed that the cold of metal could potentially introduce some temperature play into the experience although they were more inclined to believe that the location of use would make the coldness uncomfortable. Further comments on the material were made and an interesting observation was done. This being that metal at first would be cold, and so an uncomfortable sensation would be introduced, while later, through the use, the material would become warmer. This tester expressed that the sensation of warm metal was incredibly off-putting since it reminded them subway/bus handles that are warm and smell of having been in contact throughout the entire day; having a sex toy that had their experience be tainted of public transport was not a design feature and so will be added to the list of “happy accidents” that induce negative emotions through a different angle. The testers also seemed to agree on how to use the device for self-pleasure as demonstrated in figure 31, tester 2 stated that they would not feel any libido while having to use the device, or any they felt, would be diminished the moment they had to wrap their hands around the clanky sex toy. This tester also stated that the buttons were to flush with the surface and so pressing them required an unnecessary amount of effort which could lead to distractions.



Figure 31. Demonstration of how the testers claimed holding the device was most ergonomically comfortable.

Additionally, the testers claimed that the lack of informative interface, it being clearer “increase-decrease” and “On/Off” symbols or a light, would have them confused, not knowing if they are increasing the intensity, decreasing the intensity, turning the device on or even if the product run out of batteries. Overall, the opinion was that the design would not enhance or even blend with the experience, causing it to be cut short or constantly interrupted; one of the testers also highlighted the fact that if the device run out of battery mid-use the steps to resume the experience would exacerbate the frustration, by having to find a screwdriver to open the lid as well as new AAA batteries, fit them in and finally, screw the lid back on. Moreover, the following two questions asked about the controls and how the testers felt they worked and how they worked would affect the usage. The testers were asked to turn the device on, to see if the interface was as unintuitive as it was designed to be. One more, the results aligned with the four testers, they were unable to turn the device on, intentionally at least, two of them managed to turn it on by mistake but were not aware that they had done it and were not able to recreate it when asked. Research showed that poor instructions paired with a confusing or complicated product evoked frustration with ease, with this in mind when the testers gave up, they were told that holding the “increase power” button turned the device on. Vague instructions combined with poor interface had the testers indubitably confused and frustrated, even more so when realizing that their preferred holding of the product amplified the confusion by having the already uninformative buttons be flipped, having the “increase power” aim downwards instead of the more intuitive upwards. Furthermore, when instructed to turn the device off only one of the testers naturally did the correct input of holding the “increase power” a few seconds. The other testers felt very strongly that if the “increase power” turned the device on, the “decrease power” button would turn the device off.

6.3 Analysis

Overall, the results aligned between the testers evenly, they all felt very strong dislike towards the device and had very intense opinions about its poor design. There was no difference in opinion between Group A, the testers that were aware of the fact that the device was designed purposefully frustrating, and Group B, the ones that did not know prior to the tests. The tests results served its purpose by successfully validating that the design choices were properly made as well as giving insight into how an external observer would interact with the product. The fact that just the geometry threw them off track from the very beginning, and their ideas aligned with that of the intended design gave the sessions a good start and placed the testers in an intentionally confused state of mind for the rest of the session. The “happy accidents” mentioned above could also serve as proof that when designing a complicated product some of its features may interact with each other in ways that the designer has not thought about, in this case the result was fortunate which might not always be. This adds on to the final goal of this project: being aware of the human psyche, being aware of how emotions are evoked and of what product features result in the evoked emotions and finally on how this affects the user. These are key values a designer must keep in mind to develop good non-frustrating products.

7. Discussion

7.1 Brief Recap

To begin the discussion section of this project a quick summary of the process as well as of its results are worth mentioning. The project began to answer the research question “What causes a product to be frustrating (most often)? To answer the question the project began with foundational research to give some context and a matrix with which to analyse the findings that followed, this process concluded with Desmet’s “Nine Sources of Emotions”

matrix. This was followed with negative review analysis that provided interesting insight into which of the nine sources was more frequently evoking frustration and negative emotions while also demonstrating a necessity for additional research methodologies. This was done through both quantitative surveying and qualitative interviewing. Finally, the project incorporated a design phase which aimed to apply the learned knowledge into a “vessel” product to showcase frustration.

7.2 Interpretation, Implications and Recommendations

The initial aim for this project was that of providing future designers key knowledge on product-evoked frustration as to avoid it for future designs and products. The results of this project will be further mentioned in the conclusion segment of this report; however, this project and its results can give insight into the key aspects a designer must take into consideration when avoiding frustration in their designs. It is also worth noting that the initial research mentioned how frustration in early stages of life and in teenage years lead to complications such as an anxious-avoidant-attachment style personalities and even substance abuse. Further research on the topic of designing with frustration in mind could use this project to be mindful and research how the human-technology relationship can affect human development as to avoid young children, teenagers and in turn adults go through unnecessary complications in life.

The results of this project could also potentially give insight into a positive interpretation of product-evoked frustration. For this segment of the discussion Geke Ludden’s work of “Surprise and emotion” (2006) was read and provided an interesting perspective. This work talks about how surprise can be evoked through products and how it can have a negative or positive impact on the product. And so, this prompted the question “In what way is the use of frustration in this project different to surprise as a driver for positive emotion?” and the conversation that followed. This project talks about frustration exclusively

in a negative sense, by dampening and worsening the user's experience, however it is never mentioned how frustration can elicit a positive reaction within the user and potentially heighten the human-product relationship. To answer the question, the major difference between the frustration emotion referenced throughout the project and a positive surprise is the context in which it occurs. To bring back an example from the interviews, "The bartender" interviewee mentions a machine that is very complicated to open and clean, in a different setting, one could react positively and state that the design is very "flush" and slick, however the context of use of this product is a busy work environment in which time and efficiency are key, a flush design is not appropriate for this environment and so a frustrating emotion is evoked. Similarly, the prototype can be mentioned, the features that the device is designed with could potentially elicit a positive surprise reaction if they were isolated.

Potentially, as tester 1 mentioned, the coldness of metal could introduce a different experience into the use session of the product, however since the product is accompanied by an array of frustrating features, the interpretation of the product has a negative lens around it. On the other hand, can frustration have a positive reaction? This project gives interesting insight into human emotion and how frustration plays an important role within the human-product relationship which could potentially be used for researchers and designers that aim to use frustration as a means of strengthening the relationship. To give an example of how something like this could be done, the videogame series by Hidetaka Miyazaki from the FromSoftware Inc. game studio "Dark Souls" is brought up. This game series is ruthless and punishing, it is frustrating and without a doubt the one word that could describe it is "difficult", but it is also widely popular, having the most recent game of the franchise "Elden Ring" sell over 12 million copies two weeks after its release (February 25, 2022) and over 25 million copies as of June 2024 (Statista, 2024). This begs the question: How can an unforgiving, ruthless, frustrating game be so popular? The answer lies behind its genius game

design, the game uses its very difficult system to give a sense of accomplishment to the players once they achieve the goal they were after. Through clever placing of check points (or “bonfires” as called in-game) after complicated sections, and a reward system that incentivises the player to beat a complicated boss or enemy the user is left with a feeling of having mastered something and an undoubtable satisfaction of having their hard work pay off (Davila, 2023). Frustration is indubitably felt when playing this game series, but even when this emotion is a key aspect of its game design, the users have a deep connection to the series. Can this be replicated for consumer products? It can be argued that Ikea somewhat applies this, users place much more value into things they help to create, this is known as the “Ikea effect” (Pilat & Krastev, 2024). Ikea products are known for their complicated manuals that, for some, are too hard to follow, but are still widely popular and many develop a tighter connection to their furniture when they have built it themselves due to this previously mentioned feeling of achievement. This project could serve as the groundwork on frustrating products and could compliment additional research that investigated designing for “overcomeable” frustration. This would require very meticulous care when balancing frustration and fairness since the use of frustration would be that of a tool to develop a tighter connection between the user and the product. The future of this topic could look into designing products that exploit this sense of overcoming frustration, to achieve this however an everchanging matrix would be required, to provide the users with a new experience to overcome every time they pick up their product. This would be easier to do through digital products, or products that have a high electronic focus, of course, as previously mentioned, games have this sense of “beating a screen” and progression ingrained in their concept. Potentially, a route for this research topic could investigate developing a guideline that allows designers to gamify their products to provide this sense of mastering something. An example of this, perchance, could be a mug for rock climbers that comes with different rock-climbing-

handle-esque mug holders that are easily interchanged once the user progresses with their rock-climbing skills. In this sense, the aim is to “beat oneself”, as opposed to an external factor such as a videogame boss or screen. Could this possibly be applied to the device type developed in this project? A sex toy that has built in “overcomeable” frustration that could result into bigger satisfaction once overcome? Edging is a sexual practice that utilises this, it involves a cycle of increasing pleasure and stopping right before the point of orgasm (Kandola, 2024). Although this can be done manually, could a sex toy be designed to achieve this? Frustration as a self-fulfilment goal could be another potential route to take based on this project. Furthermore, additional research may be done to explore and potentially normalize designing a purposefully frustrating prototype during the design workflow to understand how a product can evoke frustration as to avoid it for the final iterations of the design. Incorporating an intentionally frustrating prototype to the designing phase of a product could reveal valuable information on usability and user-friendliness that might otherwise remain unknown.

7.3 Limitations

The project’s discussion points can be split between the research and its findings, and the prototype developed. Starting with the later due to the more obvious limitations; as mentioned above, the prototype was developed under tight time constraints, the time available to design, iterate and arrive to the final product was limited and so the final product does not exactly match the intended design. Throughout the sketching segment of the design phase there are several mentions of how the material these devices are made of are selected for a reason, and so altering and playing around with this concept would provide with interesting reactions from the testers and potentially negative feelings can be evoked. Unfortunately, the costs and time required to CNC mill a block of aluminium to achieve the geometry of the final design made it impossibly out of scope for a project such as this. As

previously speculated, the impact a metal sex toy would have on the usage of the device would hinder and obstruct the pleasure goals the user would have when using the product. During the user testing session there was an attempt to give the user a sense of the metallic finish the product should have had by handing in a piece of sheet metal with the product as well as attempting to recreate the weight of the material. Although the results were satisfactory and there were interesting comments regarding the material selected for the design, a more accurate reaction would have required the prototype to be manufactured with metal. Unless the testing is done with the final design a more truthful commentary from the testers cannot be achieved and so will remain a mystery unless further research is done. Of course, further research would entail manufacturing the product as intended. Additionally, the internal cavity of the product could be designed in such a way to fit the components more tightly which would reduce the number of fasteners used for the internal components as well as using more material, which would in turn increase the weight of the product. When looking into having the prototype be CNC milled some limiting factors regarding the external geometry of the design were brought up. The contact area of the product has a high number of detailed curves which would take a long amount of time to be milled. Although the goal was to design for frustration and negative emotions, a line had to be drawn somewhere and these curves are designed to avoid having raw edged that could potentially result in the product digging into the user's skin and causing undesirable amounts of pain, however, the geometry of the product could be designed in a different way and achieve this same goal.

8. Conclusion

This project began with the research question "What makes a product frustrating (most often)?" and had its research focus on figuring this out. Through the use of user reviews to get numerical data as well as interviews and surveys to fill in research gaps and

deeply understand how frustration gets evoked the question can be answered: the usage. However, the reality is that this answer is a lot more nuanced, the attitude-based sources are what generate the most frustration since these are directly related to the user's beliefs. Based on the nine sources of emotion matrix the usage has a bigger number of frustrations associated to it, however, the consequences of its usage as well as the design of the product and its context of use play a major role in the appraisal of a device that can ultimately lead to negative emotions. In this sense the project was successful since the result provides a meaningful understanding on how subtle and meticulous a product must be designed for it to not evoke frustration in any way. Although more research may be necessary, this project has the potential to aid researchers that aim to expand on the topic of deliberately using frustration to enhance emotion and product attachment through built in satisfaction. When designing product used in a workplace it is key to have the user's goals in mind, efficiency and time management as well as the prolonged exposure to this environment and its effects on the user's wellbeing are of high concern. Answering the initial research question brought up the focus of the design segment of the project, this being: How can this findings be applied to a prototype? The answer to this question is found in the researching through sketching section of the project in which frustrating concepts are the main take away and provide an understanding of how design features as well as their interactions may evoke frustration. This research also demonstrates that it is possible to purposefully design for frustration, the frustrating concepts are proof of this which potentially, with more research, can demonstrate that through avoiding these concepts frustration can be dodged. Ultimately the research can be determined as successful due to the fact that it provided a rich set of concepts showing product-evoked frustration.

Regarding the prototype, although the above-mentioned limitations were present, the positive results from the user testing sessions give validity to its effectiveness. The purpose of

designing and prototyping was to give validity to the claims made and the research found throughout the project, and although more research can be done to further prove the veracity of the project it can be deemed a success. The designed device provided the testers with a sample of the product-evoked frustration researched and their claims made during the sessions indicate that the prototype was indeed, designed as intended. The previously mentioned “happy accidents” further indicate the necessity for being mindful when designing and give additional legitimacy to the success of the prototype.

Overall, this project answered the research questions presented and gives value to the above-mentioned necessity of being a mindful designer. It presents a series of research-backed claims and results that indicate how important understanding the human psyche is, and how complex is its nature as well as how frustration can play a role in the human-product relationship. Therefore, it can be a beneficial contribution to researchers looking into the topic of user-experience and user-centered design as well as to any researcher that needs understanding of product-evoked emotions.

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10. Appendix

10.1 Data collection

10.1.1 User reviews

K

Krathox

06/05/2021

Opinión verificada

★★★★★

Producto de muy buena calidad, el material es plástico pero se ve bastante resistente. Botones para todo.

Pros

Calidad del Producto
Iguales prestaciones que el Warthog pero la mitad mas barato

Contras

la palanca de gases es un poco dura para mi gusto

Me gusta (1)

Comentar

Denunciar

J

Javier

04/01/2023

Opinión verificada

★★★★★

Perfecto para el Elite dangerous que es el uso que le doy.

Pros

estetica
versatilidad
realismo

Contras

lo unico que le achaco es que cuando no lo tienes fijo y esta en combate la palanca de potencia se mueve de su sitio si eres muy rapido en los movimientos xd

Me gusta (1)

Comentar

Denunciar

D

DanielB

05/06/2023

Opinión verificada

★★★★★

En cuanto al servicio, impecable por parte de pcomponents. El HOTAS, se ce de buena calidad, y con multiples botones ideal para FS 2020 y DCS

Pros

Tamaño y cantidad de botones. Tacto general muy bueno en especial el de la palanca de gases. Visualmente es espectacular, para un usuario medio de simuladores creo que es muy buena opcion

Contras

A pesar del tamaño, que es considetable, no pesa demasiado y eso hace que haya que fijarlo a la mesa. La sensacion de algunas setas es un poco endeble.

Me gusta (1)

Comentar

Denunciar

L

Linuxion

03/03/2023

Opinión verificada

★★★★★

Palanca de gases demasiado rigida incluso poniendo el selector al mínimo. Algunos botones del joystick con dificil acceso. La verdad es que o eres un tío tío con fuerza sobrehumana y unas manos como palas o no es el joystick que necesitas.

Pros

Supongo que a quien le encaje bien la mano y sea un forzado le parecerá una opción excelente.

Contras

Aparte de lo que he comentado solo hay que darse una vuelta por Google buscando análisis y al parecer la construcción no es demasiado fiable dando problemas en poco tiempo, sobretudo el Throttle.

Me gusta (1)

Comentar

Denunciar


Aitor


09/02/2022
Opinión verificada ⓘ



★★★★☆

Pues los e recibido hoy mismo, decepciona un poco que sean casi plastico en contra de los warthog que los acompañan, pero el precio en comparación te lo menciona (casi la mitad de los warthog)

Pros
Multitud de ruletas de ajuste en contra de los thrustmaster, (para ciertos simuladores siempre vienen bien tener ruletas y no solo palancas)

Contras
Materiales y, las palancas de aceleración son algo duras para lo ligero que es, o lo aseguras de alguna manera o lo moveras cada vez que quieras usarlo


FranciscoJoseR


22/11/2022
Opinión verificada ⓘ



★★★★★

Este es un producto que por internet tiene muchas opiniones negativas por la fiabilidad. Lo elegí por la cantidad de funciones que ofrece por lo que se paga.
Es completamente de plástico y es un poco incómodo llegar a todos los botones y setas si tienes las manos pequeñas.
El acelerador ofrece mucha resistencia, aunque con el uso se va soltando poco a poco.
Lo tengo conectado a través de un hub usb con alimentación exterior para evitar las pulsaciones fantasmas que tanto se critica en las opiniones y de momento va genial.
La caja trae tres muelles para cambiar la dureza del stick al gusto del usuario.
Lo uso para simuladores de vuelo y lo compré para jubilar a mi antiguo Saitek X45.
Por el momento estoy bastante satisfecho por la compra y con el tiempo se verá como envejece.

Pros
Cantidad de pulsadores, setas, potenciómetros analógicos y hasta dos mini joysticks analógicos. Tanto el joystick como el acelerador tiene su propio cable usb por lo que se podría combinar con otros mandos.

Contras
Incomodidad para llegar a las setas superiores si tienes las manos pequeñas.
Ocupan mucho espacio.


DaniRey


30/12/2022
Opinión verificada ⓘ



★★★★☆

Personalmente me gustaba mad el x52 pro que tenía. Compré este pensando que sería una evolución a mekor, pero podría ser un modelo paralelo. La calidad es la de logitech. Todo correcto. Buen material , muchos botones y la palanca de gases separable para bimotores o 2 turbinas.

Pros
Muchos botones. Buenos materiales.

Contras
No sobrarían unas ventosas para fijarlos a la mesa si no tienes un soporte especial donde atornillarlos.

Me gusta

Comentar

Denunciar

→ Light


Paquero


14/03/2023
Opinión verificada ⓘ



★★★★☆

Vienen con un defecto de fábrica, generan falsos contactos en la palanca de gases, el servicio técnico de Logitech lo sabe y te aportan soluciones que NO funcionan, muy bien el servicio y envío de PC componentes, pero el producto de Logitech es de malísima calidad.

Pros
La ergonomía.

Contras
Falla.



Alexs

05/11/2023

Opinión verificada



Buen HOTAS. Agradable de uso y sensaciones. Vengo de un thursmaster hotas x y prefiero este, el el HOTAS X parece demasiado juguete en comparación. Aunque no es gama alta, más a considerar como gama media.

Pros

Sensación de calidad, un poco por encima de un simple juguete. De uso agradable.

Contras

Recomendable sujetarlo si no se mueve fácilmente. El stik parece hecho para manos de gorila, así que ergonómicamente no es perfecto en este sentido porque fácilmente la mano queda un poco baja

Me gusta

Comentar

Denunciar



Raymond Luczak

★★★★★ Truly offensive.

Reviewed in the United States on October 11, 2013

As a Deaf person who has written a number of books about the Deaf community, I find the book to be extremely offensive for several reasons. The Deaf community has fought long and hard for the recognition of American Sign Language (ASL), especially when many hearing people saw us as "barbarians" because we didn't use speech to communicate (and if we did, our speech wasn't always that pleasant to hear). Many Deaf people have suffered needlessly in schools where hearing educators have forbidden the use of ASL "ever". And now this book typifies what many hearing people think of ASL as a ... NOVELTY. Look how funny that sign is! Look how outrageous that dirty sign is! Look, look, look! This book is a perfect example of how we are reduced to the amusement and belittlement of hearing people who just want to get a "kick" out of the novelty of sign language. Truth is, ASL is not a novelty, nor we as a Deaf community need accept this blatant attempt by a hearing person to exploit our language nor need reward a hearing publisher for not knowing any better. This is a major embarrassment, and Ms. Henson should've known better. This is akin to a white person putting on blackface and going onstage anyway because she figures that the white community has more power over the black community and therefore she can do so with impunity. That's why this book is so incredibly offensive to the Deaf community. Please do NOT buy this book, because if you do, you are telling a hearing publisher that it is OKAY for a hearing person to get away with perpetuating the novelty factor that's unfortunately tacked onto us when we sign. Please do not reward her blackface behavior of disrespecting our language.

For the record, I almost never write reviews on Amazon, but this book ... well, I don't take it too kindly when a hearing person insults the Deaf community like this.

44 people found this helpful



Keith Wann

★★★★★ Hack material

Reviewed in the United States on October 11, 2013

If you are going for the shock value then do the research and find the truly smutty signs from the language users. This book is equivalent to a non Spanish speaker printing "Spanish swearing" and their only exposure was a bus trip through east la and phonetically trying to reproduce the sounds they heard with total disregard with the grammar rules "pootah".

All these negative reviews are not surprising since many college and university ASL teachers contacted the publishers of this book before they printed it and told them this book was a scam with no foundation in sign language language.

Keith Wann

Deaf Pizza 4 Life!

93 people found this helpful



Been There, Done That

★★★★★ Very Poorly Done - Do Not Buy

Reviewed in the United States on March 24, 2015

Verified Purchase

One of the POOREST books of its kind - my advice to everyone - don't buy this. Each page has one review - usually a Single sentence ... below it a large picture of the product taking lots of space - and then a few sentences by the author - not funny or witty, though she thinks she is.

This book would be overpriced at 99 cents. I've read much better of this type of book - and found much funnier and crazier reviews on Amazon!

As for the buyers who gave this book 5 STARS - my thinking is they must all be friends of the author. If I could return this book I would. Because I can't - I am just throwing it in the trash. Again - Don't Waste Your Money On This Book. It's bland beyond belief - and Not Funny At All.

3 people found this helpful



Casey Cason

★★★★★ This is a piece of crap

Reviewed in the United States on January 23, 2019

Color: Clear | Verified Purchase

Do you guys review your products for quality at all. This is a joke. I don't know who allowed this product to go to manufacturing much less to market but who ever did should be fired. For one this is not mirror, it is a cheap plastic. When I got this it was already scratched. I tried to wet it and wipe it with a towel and it scratched even more. Fog free, that's a joke. It fogged up sitting on the counter. Then you have this great idea of using suction cups to hang it. I liked that idea but do you know how suction cups work? Read carefully. This is scientific stuff. You wet them and push them in and when they pull out they suction themselves to the wall. Real complicated stuff. Which blows my mind why some idiot would put a hard plastic covering on the outside of the suction cups so you can't push them in. In fact you can't do anything with them. I've bought a lot of products in my day and this is the worst piece of crap I have ever seen. Blows my mind how you're in business. I wish I could find a way to block your company so I make sure I don't deal with the lack of quality control that you obviously have. Thanks for wasting my time and money.

5 people found this helpful

Helpful

Report

 William G. Hargin

★★★★★ and I've been using mirrors just like this one on it for 5+ years

Reviewed in the United States on March 4, 2016

Color: Clear | **Verified Purchase**

I usually don't write reviews, but had to weigh in on this one. We have a glass shower wall, and I've been using mirrors just like this one on it for 5+ years. Because of the design - the chrome-finished plastic things over the suction cups - this thing doesn't even come close to trying to grab the glass. Let go, and it hits the ground immediately. It's puzzling to me that someone would go to the trouble of designing on of these, while overlooking one of the primary design features (suction). It really sucks that it doesn't suck. Instead of going to the trouble of returning a \$10 item, I'm going to see if I can fix it by breaking off the plastic suction-cup covers. If that doesn't work, I may take the shallow suction cups off altogether, and buy some replacements at Home Depot. I'm seriously shaking my head on this one. They should have realized that they had a design problem here at the concept stage - before it was even prototyped - and this thing went into production, and they're selling it.



Albert R Hydeman

★★★★★ I threw it away

Reviewed in the United States on August 21, 2023

Color: Clear | **Verified Purchase**

After weeks of trying to get this so-called anti-fog mirror to stop fogging I gave up. It almost seems like the stuff they treated it with actually creates fog.

I have since purchased a much better shower mirror that actually works!

Lmap



rebecca

★★★★★ Not that great.

Reviewed in the United States on 1 June 2022

Verified Purchase

The bling on this item is Basically just tape which in turn means that doesn't stay and it is already peeling off. this happened within one day of having the item not even used yet.

Report



Riss

★★★★★ Disappointed

Reviewed in the United States on January 8, 2023

Verified Purchase

I know a few people who use lume but came across this and thought I'd give it a try. Unfortunately, this product isn't usable. The stick is so hard you cannot apply the product without it feeling like sandpaper on your skin. I thought maybe it just needed to be warmed up for I held it in my hands for a few minutes and that didn't help at all. I don't know if every stick is like this but mine was so to me, this purchase was a waste of money, sadly.

Helpful

Report



Joan G Flaks

★★★★★ Worst purchase ever!

Reviewed in the United States on September 30, 2022

Verified Purchase

I was excited to order this deodorant. I ordered one to try. The product arrived in a sealed package as expected. I opened the package to find the deodorant unsealed. No wrapper. I took the top off to find a dried up stick! The smell was not as described either. I could not "push it, push it up" as it says on the package either. So, I contacted Amazon and returned it. I decided to try one more time so instead of a refund, Amazon sent a replacement. It arrived in exactly the same condition. WTH? I will never purchase this again. Very disappointing.

Helpful

Report



Bec S

★★★★★ won't push up

Reviewed in the United States on February 22, 2023

Verified Purchase

bro i got this today and have been trying to push it up all day. i opened it at my schools dining hall and ended up asking every muscular man in sight to open it. nobody could. we tried table corners and metal corners NOTHING. the pit pourri became a joke in my friend group and we took it to the campus gym and none of the gym bros could open it. i'm sure it's a fine deodorant but don't get this i cannot use the product.

Helpful

Report



tiloch12

**Might be ok if it didn't smell rancid?**

Reviewed in the United States on May 12, 2022

Verified Purchase

I believe I got a bad batch- at least I hope that's what it was, or else that means that all of them smell like rancid oil and stale saltines. It makes me wonder a bit about the safety of putting it on my skin, but I haven't had problems with sensitivity yet. The packaging is a mess (literally), and the product is also messy and hard to apply. A gritty, thick, and stale-smelling paste...

If the smell wasn't so offensive I would probably actually love this product just because it actually works incredibly well even on my sweatiest days for eliminating the odor and keeping wetness down. The smell is just too much though.

Pros:

- eliminated (or at least successfully masked) odor really well
- nice dry feeling after applied and keeps dry throughout sweaty days

Cons:

[Read more](#)


Rebecca Spencer

**Smells bad, weird consistency and horrible packaging**

Reviewed in the United States on August 8, 2022

Verified Purchase

This product does not have a smell other than the cardboard tube they use as packaging. The top layer was completely hard and sticky like old Elmer's glue, it hurt to try and put on. I scraped that off and underneath it is a little creamier but still a very odd consistency and the packaging instructions say to push it up from the bottom of the tube to get more product. It literally will not push up at all. It is terrible in every way.

Helpful

Report



Joy Farrah

**It smells weird and it's difficult to use**

Reviewed in the United States on March 22, 2023

Verified Purchase

This packaging is bad and the product texture is not soft nor firm enough to glide onto the armpit without chunks falling off onto the ground or under your arm. I loved the smell of poopuri so I was expecting this deodorant to be at least at the level of dove or secret scents, if not even more highly scented. Instead I got this odorless chunky crumbly mess and I can't return it. I'm so sad. I guess I have to stick with lume although I was hoping lume would also get some competition from other companies.

Helpful

Report



C. M.

**Smells off**

Reviewed in the United States on December 21, 2022

Verified Purchase

I'm not sure how these are stored but the stick I got seems old and smells old, it doesn't smell like essential oils, it's smells more like cardboard. I had to scrape the top of the stick off because it was sticky and hard, beneath was a normal textured deodorant but no smell in the package. I applied it to clean armpits but had to take a second shower because I couldn't stand the weird smell. I like the smell of sandalwood and have used deodorant with that scent before, so I honestly think this stick is old or improperly stored. It also took me 30 minutes to get it warm enough to push up out of the tube.

Helpful

Report



J. R.

★☆☆☆☆ Worst deodorant EVER

Reviewed in the United States on March 20, 2022

Verified Purchase

We have been an aluminum free and/or natural deodorant household for years. Arm & Hammer's unscented was our go to (cheap and effective) until pandemic shortages meant they only had the scented kind (the scents are gross). So I've sampled other brands and most have been pretty good but never live up to the lasting scent control (6 hours at best, never 12-48). Some have been too baking-soda-paste like and left too much residue on clothing. This was beyond TERRIBLE. Five minutes into owning this product and I wanted it out of my life. An hour later, I think I just feel violated in that special way that makes one feel a need to be overly melodramatic.



Removed the top cover and was overwhelmed by the smell of wet cardboard. It looks like plumbers putty or plastic explosive in a tube. Putting my nose closer, it smelled like a hobo soaked in 10 year old heated rancid oil had lived in this cardboard. There was no coconut, no vanilla, no sandalwood. People complained about the plastic free push-pop packaging. Yes, inconvenient but if you're careful, no biggie. That's about the only thing I did not mind.

? overcame obstacle → o.k with obstacle

Applying this was akin to having a dehydrated camel lick my armpit... or applying slightly dried out paint with sandpaper. It's clumpy when it goes on, does not spread easily over the skin and forget it if you have any hair because it is now permanently glued to your skin. It looked like I just slathered my pit with fridge cold cream cheese. Tried letting body heat soften it up. Attempted using fingers to rub it in. Waste of time. It does nothing. It also does not dry so if you put your arm down, it's just this sticky paste disaster that you get to relive all over again.

Decided I could no longer tolerate the chewing gum in my pit and went to wash it out... 3 washings with soap, water and a washcloth and I STILL feel it when I put my arm down. I also still smell it. I suppose this does speak to it's longevity, even when you don't want it.

^ [Read less](#)

 Ian W.

★★★★★ **No coffee smell**

Reviewed in the United States on June 22, 2021

Verified Purchase

This is good soap excellent hydrator, unfortunately it doesn't smell like coffee. Not even a little. I would not order this again. I bought it for the smell and if I needed a hydrator, there are less expensive ones out there.

Helpful Report



 Amazon Customer

★★★★★ **Not what was expected**

Reviewed in the United States on December 14, 2021

Verified Purchase

Not what I was expecting. The scent doesn't smell like coffee at all. Expensive for not the correct scent.

Helpful Report



 Felicia

★★★★★ **Smell nothing like coffee**

Reviewed in the United States on October 26, 2021

Verified Purchase

I didn't like anything about it it smell nothing like coffee the smell made me sick 🤢

Helpful Report



 Courtney

★★★★★ **So sad**

Reviewed in the United States on July 28, 2023

Item Shape: Oval | **Verified Purchase**

I really was hoping this would be a good thing to keep my hands busy while at home, but this thing is impossible to do. It's practically superglued to the stone making it impossible to pick off. It also took FOREVER to dry. I'm more of an immediate gratification girlie so waiting wasn't fun.

3 people found this helpful

Helpful Report





Jo Thompson

**Not worth the price**

Reviewed in the United States on December 18, 2022

Item Shape: Oval | **Verified Purchase**

The rock chipped away and broke when pulling off the goo. As someone with severe anxiety I was really looking forward to this helping so I don't pick my own skin but it kept breaking and wouldn't peel off. I get more satisfaction from putting Elmers glue on my hand and peeling it off like a little kid does.

One person found this helpful

Helpful

Report



Isabelle hyland

**Pretty good**

Reviewed in the United States on October 4, 2022

Item Shape: Round | **Verified Purchase**

Pretty neat product. I bought it in hopes of using it to replace picking at my face but it's just not as satisfying. The dental tools provided were unable to hold up against the latex mixture on the stone. I did like the little stand they provided for the rock, it make it easy to keep my desk clean while the latex dried onto the rock. I did notice that the longer I let the latex dry, anything more than 1 or 2 days, caused it to get really hard and make it difficult to pull off of the stone. Overall was more work and less satisfying than picking at myself, unfortunately. I haven't used it hardly at all. The stone is nice and has great pores though. I just don't think it's right for me

6 people found this helpful

Helpful

Report



Rebecca Skupien

**0 stars for 2 failed attempts at using your product.**

Reviewed in the United States on January 26, 2023

Item Shape: Oval | **Verified Purchase**

1/25/23 The paint had separated and was unusable. While returns are easy, it was something my child who has anxiety attacks was waiting for, excited to open, and now disappointed to have to wait 3 more days for the new set.

1/28/23 Three days later new set came and had the same unusable paint. Maybe your product can't handle Mn cold? Very disappointed that the product that is marketed for people with anxiety, be the cause of anxiety!



-  waleed alam
★☆☆☆☆ **TERRIBLE**
Reviewed in the United States on December 25, 2023
Item Shape: Oval | **Verified Purchase**
As much as I wish I could give a positive review, my experience with the Pick Stone for Anxiety Relief was incredibly disappointing. Not only did it fail to provide any relief for my anxiety, but it actually seemed to exacerbate it. The promised calming effect was non-existent, and instead of reducing stress, it added to my frustration.
The Pick Peel Calming Stone, touted to ease anxiety, sadly did not live up to its claims. The fidget picky stone kit sounded promising but ended up being more of a source of irritation rather than relaxation. I was truly hoping for a product that could offer some solace during tense moments, but unfortunately, this wasn't it.
In my experience, this product didn't work as advertised and, in fact, seemed to have a negative impact on my anxiety levels. I'd strongly advise caution or exploring other options if seeking relief from anxiety and stress.
2 people found this helpful
 |
-  Duuwee52
★☆☆☆☆ **Product review.**
Reviewed in the United States on November 1, 2023
Verified Purchase
Does not work. Over priced and has never performed as demonstrated.
 |
-  Voracious Reader
★☆☆☆☆ **This did not work**
Reviewed in the United States on January 16, 2023
Verified Purchase
I gave this as a gift to my nephew. The aim is off and it never worked properly, even though we charged it. The on/off switch is on the top, difficult to find. We lost 2 of the metal balls because the aim was off, and they never landed where they were supposed to go. Don't buy this
2 people found this helpful
 |
-  james j simone
★☆☆☆☆ **Worthless**
Reviewed in the United States on January 16, 2023
Color: Wood Grain | **Verified Purchase**
Right out of the box it doesn't work. We tried it for 2 days- and yes we fully charged it- and 1 out of 10 times it actually worked. The other times- it didn't do anything- or the steel ball went sideways and rolled around on the floor. I sent it back the next day.
2 people found this helpful
 |


Flashjet
 ★☆☆☆☆ **Does NOT work as advertised.**
 Reviewed in the United States on February 23, 2023
 Color: Wood Grain | **Verified Purchase**
 The product write-up and the videos show the steel ball rising above and into the bowl and then down the wire track and up again and into the bowl repeatedly. Following the instruction, I charged the battery over 2 hours until the red light went out. But the steel ball never rose high enough to make it into the bowl. I even tried leaving it plugged in and tried the ball, but that didn't help. This thing is totally useless unless it works. It does NOT work. The product quality is good, the instructions are fine, the packaging is excellent, but the product does NOT work. This was a total waste of time and money.
 14 people found this helpful
 Helpful Report


The Ox
 ★☆☆☆☆ **DOES NOT WORK!!!!!!**
 Reviewed in the United States on September 21, 2023
 Color: Wood Grain | **Verified Purchase**
 Do not get tracked by this company this item absolutely DOES NOT WORK!!!!!! I wish I would've read the reviews before purchasing. This item is a complete sham and a rip off. It absolutely does not work. I plugged it in charged it fully for five hours. Tried tilting it in all different directions not once with the ball have enough force to make it back into the cup. This item is just as good as x-ray glasses a complete rip off. !!!
 9 people found this helpful
 Helpful Report


Rich Fa
 ★☆☆☆☆ **Doesn't work!**
 Reviewed in the United States on October 12, 2023
 Color: Wood Grain | **Verified Purchase**
 I followed the instructions to charge it up. The light went from Red (uncharged) to Green (charged). I turned it on and the light turned to Blue (Ready). I dropped the ball in and it just fell through the hole and stopped at the bottom of the rail. It doesn't run though the cycle!
 3 people found this helpful
 Helpful Report


Matt
 ★☆☆☆☆ **STOP! Don't do it!**
 Reviewed in the United States on December 4, 2022
 Color: Wood Grain | **Verified Purchase**
 Wow, what a disappointment. First of all, I ordered and received the wooden version ... but received the instructions for the plastic version (NOT the same). After researching how to turn it on online (the "how to charge it" I figured out) - and here's the important part - it DOES NOT WORK. Simply doesn't generate enough speed/force to make it back to the wooden bowl. I would usually wait to see if I missed something or maybe it's not level, but as it is time to be buying stocking stuffers, I need to get this out there - do NOT waste your money.
 10 people found this helpful
 Helpful Report


Jean
 ★☆☆☆☆ **Very, very disappointed in product.**
 Reviewed in Canada on March 7, 2022
Verified Purchase
 I liked nothing about this product. The ink must have dried up as it would not show on anything, not even my hand. I will try the little cutter but I dont think that will be very effective. Do not recommend this to anyone.
 One person found this helpful
 Helpful Report


RF
 ★☆☆☆☆ **I should have read the reviews before ordering these**
 Reviewed in Canada on March 16, 2022
Verified Purchase
 Just like other reviewers said, both stamps came without ink. I hope Amazon is reading these reviews and remove these from their website. It's just a waste of everyone's time and money.
 Helpful Report


Kristen Pearce
 ★☆☆☆☆ **Garbage**
 Reviewed in Canada on July 14, 2022
Verified Purchase
 Both of them arrived dry with no ink. Totally unusable
 Helpful Report



Amazon Customer

★☆☆☆☆ **Horrible buy. Useless**

Reviewed in Canada on June 1, 2022

Verified Purchase

Was delivered with the ink dry. Both devices. With no option to re-ink.

Helpful | Report



Stacey

★☆☆☆☆ **Garbage**

Reviewed in Canada on June 13, 2022

Verified Purchase

Ink is all dried up. Do not purchase.

Helpful | Report





evelyn margaret

★☆☆☆☆ **Terrible**

Reviewed in Canada on April 2, 2022

Verified Purchase

No ink in products. Did not work.
Do not buy!!!!'





draqlasice

★☆☆☆☆ **empty, small, stinks**

Reviewed in Germany on September 12, 2022

Verified Purchase

Bought because I already have such a roller stamp from Tchibo and wanted another refillable one. After arrival, the disappointment was great: the cover holds poorly, the rubber stinks, the width is small and, above all, the stamps are empty. By way of comparison, the Tchibo roll stamp was full and still works after 7 years of private use.

One person found this helpful

Report

Translated from German by Amazon
[See original](#) · [Report translation](#)



H.-J.S.

★☆☆☆☆ **Total scrap**

Reviewed in Germany on September 14, 2022

Verified Purchase

TimoVo identity protection roller stamp, 2 pieces

These parts stink that you almost need a gas mask and when trying to make writing unrecognizable, the things lubricate and you have to roll over them more often, but are life-threatening because of the stench.

These items cannot be recommended.



April S

★☆☆☆☆ **Looks like I could've bought this from the dollar store!**

Reviewed in the United States on January 18, 2024

Color: Red | Verified Purchase

Right away the packaging told me this was going to be a cheaper product and looking at the boomerang I'm unimpressed. It legitimately looks like I could've got this at the dollar store. I will be returning this for sure. In no way is it worth \$15.



Helpful

Report

Jw

★☆☆☆☆ **Not worth the price**

Reviewed in the United States on December 20, 2023

Color: Blue | Verified Purchase

This product was not worth the money and it was cheaply made. I am so upset as this was a Christmas gift for my son

One person found this helpful



Helpful

Report

Amazon Customer

★☆☆☆☆ **Awful**

Reviewed in the United States on August 14, 2023

Color: Red | Verified Purchase

Didn't work at all. We threw it and it just crashed to the ground every time and didn't do any kind of loop. We may not have been using it right but it was very disappointing. We didn't use it for long and threw it away after a few days. It had a few indentation marks on it from where it had crashed to the ground so much

3 people found this helpful



Helpful

Report

Wes Pinkerman

★☆☆☆☆ **Don't buy**

Reviewed in the United States on December 23, 2023

Color: Green | Verified Purchase

Very flimsy.

One person found this helpful



Helpful

Report

 kimberly havis

★☆☆☆☆ **Dollar tree quality**

Reviewed in the United States on October 25, 2023

Color: White | **Verified Purchase**

Literally the one I bought at dollar tree was better quality, this one had flimsy packaging and the boomerang was very bent.

2 people found this helpful

Helpful

Report



R. Calderone

★☆☆☆☆ **Cheap \$1.00 made in China garbage**

Reviewed in the United States on September 2, 2023

Color: Red | **Verified Purchase**

Buyer beware! Its just a cheap piece of made in China flimsy styrofoam cut out. No way it is worth \$14.00. Probably cost 10 cents in material. It's destined to eventually be a dollar store item.

2 people found this helpful

Helpful

Report



Shontia

★☆☆☆☆ **This Awful Product**

Reviewed in the United States on September 26, 2023

Color: Black | **Verified Purchase**

It's represented falsely, it was out of shape, it doesn't fly at all and definitely doesn't come back. My kid and I were very disappointed!! Performance is awful!

One person found this helpful

Helpful

Report



R. Adams

★☆☆☆☆ **Did Not Work**

Reviewed in the United States on November 26, 2021

Verified Purchase

I had such high hopes of eating Nutella bananas. I was so excited when I received this that I immediately went out and bought some bananas. The included instructions were just pictures and my mind wasn't understanding them for a frustratingly long time. I did not realize this contraption came apart for the longest time. After watching some videos of how it's done, I was able to core my banana and insert it to be pumped with Nutella. The banana cored fine enough, but promptly broke in half when I tried to 'straighten' it per the instructions. I tried to do it carefully and slowly, but ruined two good bananas. I tried injecting Nutella in the last broken one, but just ended up with it gunking up the entire inside of this thing and not getting a single drop in the banana. The last straw was being unable to completely clean out the corer part. There was no way to get all the banana pieces out. I ended up just throwing the whole thing away. This would've been great if it actually worked.

79 people found this helpful



tamson

★☆☆☆☆ **My most disappointing 'Shark Tank' purchase**

Reviewed in the United States on December 27, 2021

Verified Purchase

All of my grandchildren love peanut butter and bananas so I had high hopes for this product when I saw it on Shark Tank. It's not 'cheaply' made...the plastic appeared sturdy enough but with so many parts and pieces to it, if one part breaks or gets lost, you can't use any of it. I did not consider it easy to clean and the practice it must take to do it correctly made this far more frustrating than fun (the seller does send a follow up email that contains video instructions after you purchase it and admits, it takes practice). It's my fault that I didn't pay attention to the fact that I was responsible for the shipping cost to return it so, they'll deduct almost \$8.00 from my refund for returning it but I understand that they are a small company so, it's the price I'll pay for the mistake of ordering it.

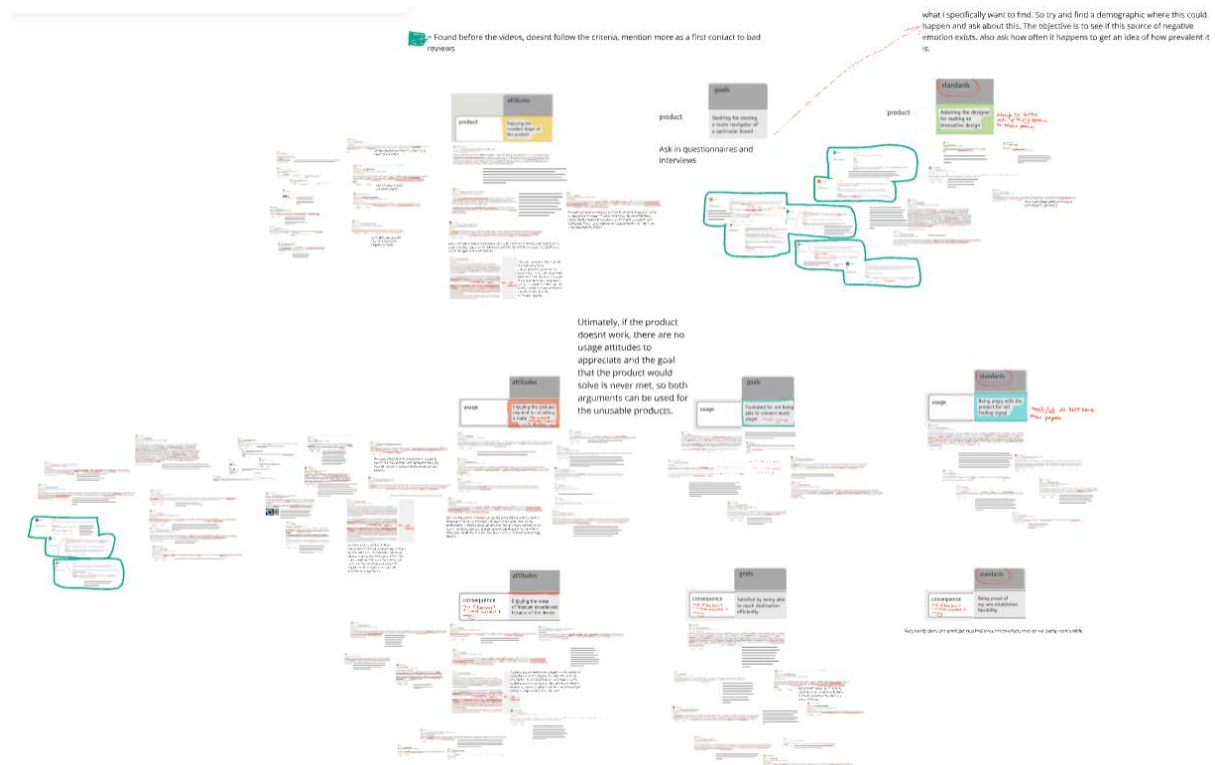
14 people found this helpful

Helpful

Report

-  susan
 ★★★★★ **Hot mess!**
 Reviewed in the United States on September 3, 2023
 Verified Purchase
After viewing the video several times, we were not successful with this banana stuffing device. It was messy and difficult to clean. Not worth the money.
 One person found this helpful
 Helpful Report
-  Pat McCarthy
 ★★★★★ **Didn't work as advertised**
 Reviewed in the United States on January 7, 2022
 Verified Purchase
 I think the concept is terrific. I think they better rethink the device. It was very difficult to figure out from written instructions. We tried a soft banana and a hard one, both with terrible results using peanut butter and melted chocolate. The bananas split or the filler came out of the device all over our hands and all over the banana. I requested a refund and the vender stated my review was bad and once I restated my issues, they would initiate the refund. I'm not sure what to say other than the truth.
 14 people found this helpful
 Helpful Report
-  alonsograndma
 ★★★★★ **Doesn't work**
 Reviewed in the United States on July 2, 2023
 Verified Purchase
 Well built, but in use doesn't work. Jams up and you can hardly get any banana to come out, let alone in a solid/straight line. Waste of time and money - returned mine.
 3 people found this helpful
 Helpful Report
-  Amy T.
 ★★★★★ **Difficult to clean - Not as easy to use as you'd expect**
 Reviewed in the United States on December 27, 2021
 Verified Purchase
 Even after watching the "how to use" video, this product was very difficult to use and clean. The bananas keep splitting in the back and make a mess. Tried it with both peanut butter and Nutella and was a huge mess. Sticks all over the the parts and and is hard to get out from the crevices. Definitely not worth almost \$30. For \$10 this would be a fun "gag" gift to try but it's definitely not worth the clean up time.
 10 people found this helpful
 Helpful Report
-  Ray Junior
 ★★★★★ **worthless piece of ******
 Reviewed in the United States on March 14, 2022
 Verified Purchase
 You would be better to take your money and throw it on a fire in your back yard, you'll get more enjoyment out of it. DO NOT buy this worthless junk. no matter HOW we tried this (and we watched the video THREE times before we did it.. and several things were missing from the video BTW) it NEVER worked right. bananas splitting (pun intended), honey EVERYWHERE, absolute NIGHTMARE piece of junk
 5 people found this helpful

10.1.2 Review analysis



Product-attitudes:

William G. Hargin

★★★★★ and I've been using mirrors just like this one on it for 5+ years

Reviewed in the United States on March 4, 2016

Color: Clear | **Verified Purchase**

I usually don't write reviews, but had to weigh in on this one. We have a glass shower wall, and I've been using mirrors just like this one on it for 5+ years. Because of the design - the chrome-finished plastic things over the suction cups - this thing doesn't even come close to trying to grab the glass. Let go, and it hits the ground immediately. It's puzzling to me that someone would go to the trouble of designing on of these, while overlooking one of the primary design features (suction). It really sucks that it doesn't suck. Instead of going to the trouble of returning a \$10 item, I'm going to see if I can fix it by breaking off the plastic suction-cup covers. If that doesn't work, I may take the shallow suction cups off altogether, and buy some replacements at Home Depot. I'm seriously shaking my head on this one. They should have realized that they had a design problem here at the concept stage - before it was even prototyped - and this thing went into production, and they're selling it.

Similarly to the other reviews this product (fogless suction cup mirror) the complaints relate to the fact that the design obstructs the usage, however this reviewer goes into substantially more depth regarding the product design and how annoyed and unfortunate the design of the product is. This reviewer is so interested into the design that he even states that he has plans of fixing the main suction issue. For this reason this review is placed in this source of emotion.

tiloch12

★★★★★ Might be ok if it didn't smell rancid?

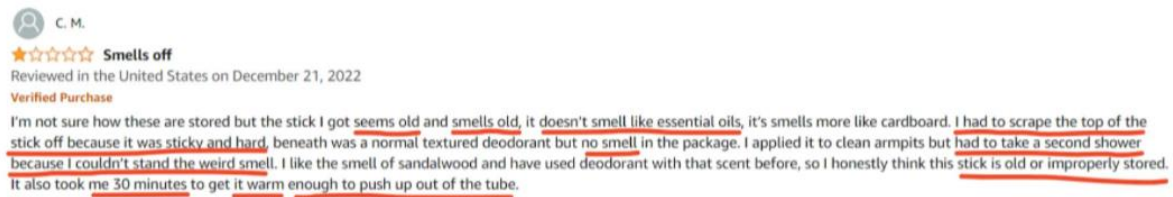
Reviewed in the United States on May 12, 2022

Verified Purchase

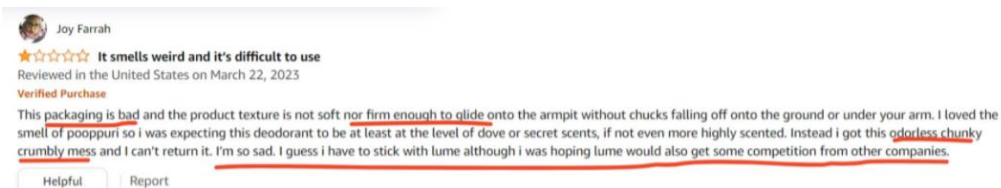
I believe I got a bad batch- at least I hope that's what it was, or else that means that all of them smell like rancid oil and stale saltines. It makes me wonder a bit about the safety of putting it on my skin, but I haven't had problems with sensitivity yet. The packaging is a mess (literally), and the product is also messy and hard to apply. A gritty, thick, and stale-smelling paste...

If the smell wasn't so offensive I would probably actually love this product just because it actually works incredibly well even on my sweatiest days for eliminating the odor and keeping wetness down. The smell is just too much though.

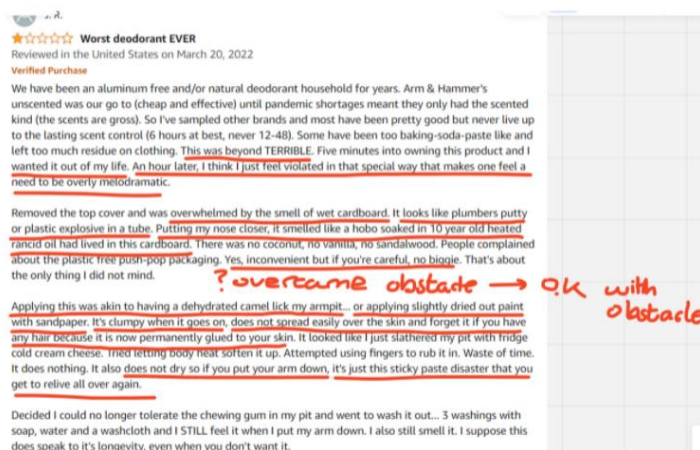
This reviewer stated that the product itself worked great for them, in contrast to other users that found the product unusable. However the smell of the product was so "rancid" and "offensive" that it pushed them to not use it. The Olfactory sensation was so horrible that it rendered the product unusable for this user



this user also experience disgust towards the smell to the point of having to "take a second shower" to remove the odour. Any kind of stimulus (visual, tactile, olfactory in this case) was interpreted as negative and unpleasant. There was an expectation (expected smell) that wasn't met which generated frustration.



this user however experienced sadness due to the fact that the product was "odourless" for them, and since they loved the advertised smell the fact that there was no scent at all was a source of negative emotion for them.



This user was so disturbed that felt the need to be "overly melodramatic" as an attempt to (successfully, in my opinion) get their point across. For starters, once again the stimuli the product generates is "plastic explosive in a tube" and "like a hobo soaked in 10 year old heated rancid oil had lived in this cardboard" negative.



unexpected bad smell from a product that shouldnt smell at all

 Ian W.
★☆☆☆☆ No coffee smell
Reviewed in the United States on June 22, 2021
Verified Purchase
This is good soap excellent hydrator, unfortunately it doesn't smell like coffee. Not even a little. I would not order this again. I bought it for the smell and if I needed a hydrator, there are less expensive ones out there.

Helpful

Report

lack of expected smell
meant frustration

 Amazon Customer
★☆☆☆☆ Not what was expected
Reviewed in the United States on December 14, 2021
Verified Purchase
Not what I was expecting. The scent doesn't smell like coffee at all. Expensive for not the correct scent.

Helpful

Report

 Felicia
★☆☆☆☆ Smell nothing like coffee
Reviewed in the United States on October 26, 2021
Verified Purchase
I didn't like anything about it it smell nothing like coffee the smell made me sick 

Helpful

Report

Once again, unexpected
bad smell resulted in
negative emotions

 H.-J.S.
★☆☆☆☆ Total scrap
Reviewed in Germany on September 14, 2022
Verified Purchase
TimoVo identity protection roller stamp, 2 pieces
These parts stink that you almost need a gas mask and when trying to make writing unrecognizable, the things lubricate and you have to roll over them more often, but are life-threatening because of the stench.
These items cannot be recommended.

This user managed to make the product work, contrary to most other reviewers, however the "stench" that the ink gave off was enough to give a bad review and stop using the product altogether

One person found this helpful

 Jw

★☆☆☆☆ **Not worth the price**

Reviewed in the United States on December 20, 2023

Color: Blue | **Verified Purchase**

This product was not worth the money and it was cheaply made. I am so upset as this was a Christmas gift for my son

One person found this helpful

|

Cheap disappointing look to the product

 April 5

★☆☆☆☆ **Looks like I could've bought this from the dollar store!**

Reviewed in the United States on January 18, 2024

Color: Red | **Verified Purchase**

Right away the packaging told me this was going to be a cheaper product and looking at the boomerang I'm unimpressed. It legitimately looks like I could've got this at the dollar store. I will be returning this for sure. In no way is it worth \$15.

|

 Wes Pinkerman

★☆☆☆☆ **Don't buy**

Reviewed in the United States on December 23, 2023

Color: Green | **Verified Purchase**

Very flimsy.

One person found this helpful

|

One and only complaint, simple review. "very flimsy" entails so much, poor usage? maybe, but the bigger takeaway from this review is that this user was disappointed by the look and feel of the product.

 kimberly havis

★☆☆☆☆ **Dollar tree quality**

Reviewed in the United States on October 25, 2023

Color: White | **Verified Purchase**

Literally the one I bought at dollar tree was better quality, this one had flimsy packaging and the boomerang was very bent.

2 people found this helpful

|

flimsy packaging and poor design resulted in a bent product as soon as it arrived, negative emotions generated immediately. Although a cheaper and better version of the product is mentioned the price isn't the bigger concern but the quality of the design.



Shontia

**This Awful Product**

Reviewed in the United States on September 26, 2023

Color: Black | **Verified Purchase**

It's represented falsely, it was out of shape, it doesn't fly at all and definitely doesn't come back. My kid and I were very disappointed!! Performance is awful!

One person found this helpful

Helpful

Report

Product is bent, poor design, poor product attitudes.



tamson

**My most disappointing 'Shark Tank' purchase**

Reviewed in the United States on December 27, 2021

Verified Purchase

All of my grandchildren love peanut butter and bananas so I had high hopes for this product when I saw it on Shark Tank. It's not 'cheaply' made...the plastic appeared sturdy enough but with so many parts and pieces to it, if one part breaks or gets lost, you can't use any of it. I did not consider it easy to clean and the practice it must take to do it correctly made this far more frustrating than fun (the seller does send a follow up email that contains video instructions after you purchase it and admits, it takes practice). It's my fault that I didn't pay attention to the fact that I was responsible for the shipping cost to return it so, they'll deduct almost \$8.00 from my refund for returning it but I understand that they are a small company so, it's the price I'll pay for the mistake of ordering it.

14 people found this helpful

Helpful

Report

too many parts and pieces
left this user anxious about
loosing or breaking parts.

Product-standard:



rebecca

**Not that great.**

Reviewed in the United States on 1 June 2022

Verified Purchase

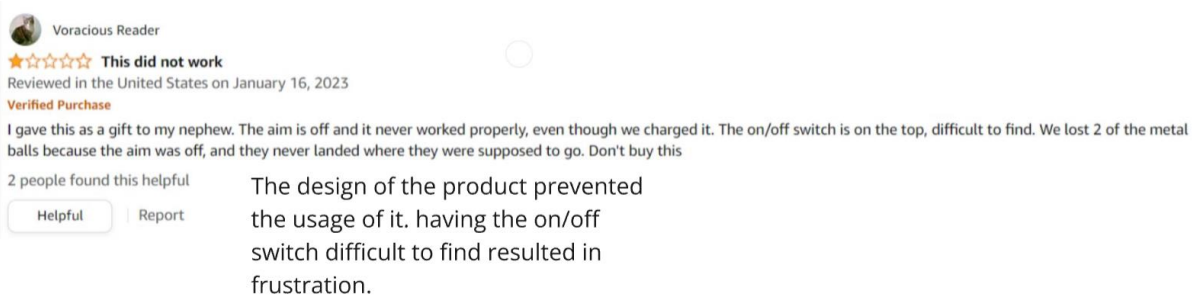
The bling on this item is Basically just tape which in turn means that doesn't stay and it is already peeling off. this happened within one day of having the item not even used yet.

Report

The user experienced frustrations since the product fell apart even before having used it.



The product's ink is dry which could be fine if stated beforehand and had an option to be refilled. This user states that it doesn't, the poor design accompanied by the absurdity of the dry ink concludes in negative emotions



The design of the product prevented the usage of it. Having the on/off switch difficult to find resulted in frustration.



flimsy cover design listed as one of the main issues of the product



R. Adams

**Did Not Work**

Reviewed in the United States on November 26, 2021

Verified Purchase

I had such high hopes of eating Nutella bananas. I was so excited when I received this that I immediately went out and bought some bananas. The included instructions were just pictures and my mind wasn't understanding them for a frustratingly long time. I did not realize this contraption came apart for the longest time. After watching some videos of how it's done, I was able to core my banana and insert it to be pumped with Nutella. The banana cored fine enough, but promptly broke in half when I tried to 'straighten' it per the instructions. I tried to do it carefully and slowly, but ruined two good bananas. I tried injecting Nutella in the last broken one, but just ended up with it gunking up the entire inside of this thing and not getting a single drop in the banana. The last straw was being unable to completely clean out the corer part. There was no way to get all the banana pieces out. I ended up just throwing the whole thing away. This would've been great if it actually worked.

79 people found this helpful

the designed instructions are not well enough developed since it leaves the user with doubts on how to make an already complicated product work. Additionally, products designed for food should be as easy too clean as possible, and the fact that this product isn't, was the last straw for this user, which promptly threw the "whole thing away"



Pat McCarthy

**Didn't work as advertised**

Reviewed in the United States on January 7, 2022

Verified Purchase

I think the concept is terrific. I think they better rethink the device. It was very difficult to figure out from written instructions. We tried a soft banana and a hard one, both with terrible results using peanut butter and melted chocolate. The bananas split or the filler came out of the device all over our hands and all over the banana. I requested a refund and the vender stated my review was bad and once I restated my issues, they would initiate the refund. I'm not sure what to say other than the truth.

14 people found this helpful

instructions designed poorly

Usage-attitudes:



Riss



Disappointed

Reviewed in the United States on January 8, 2023

Verified Purchase

I know a few people who use lume but came across this and thought I'd give it a try. Unfortunately, this product isn't usable. The stick is so hard you cannot apply the product without it feeling like sandpaper on your skin. I thought maybe it just needed to be warmed up for I held it in my hands for a few minutes and that didn't help at all. I don't know if every stick is like this but mine was so to me, this purchase was a waste of money, sadly.

Helpful

Report

In this case the lack of usage attitudes, meaning the fact that the product "isnt usable" resulted in frustration to the user.



Joan G Flaks



Worst purchase ever!

Reviewed in the United States on September 30, 2022

Verified Purchase

I was excited to order this deodorant. I ordered one to try. The product arrived in a sealed package as expected. I opened the package to find the deodorant unsealed. No wrapper. I took the top off to find a dried up stick! The smell was not as described either. I could not "push it, push it up" as it says on the package either. So, I contacted Amazon and returned it. I decided to try one more time so instead of a refund, Amazon sent a replacement. It arrived in exactly the same condition. WTH? I will never purchase this again. Very disappointing.

Helpful

Report



Bec S



won't push up

Reviewed in the United States on February 22, 2023

Verified Purchase

bro i got this today and have been trying to push it up all day. i opened it at my schools dining hall and ended up asking every muscular man in sight to open it. nobody could. we tried table corners and metal corners NOTHING. the pit pourri became a joke in my friend group and we took it to the campus gym and none of the gym bros could open it. i'm sure it's a fine deodorant but don't get this i cannot use the product.



Matt



STOP! Don't do it!

Reviewed in the United States on December 4, 2022

Color: Wood Grain | Verified Purchase

Wow, what a disappointment. First of all, I ordered and received the wooden version ... but received the instructions for the plastic version (NOT the same). After researching how to turn it on online (the "how to charge it" I figured out) - and here's the important part - it DOES NOT WORK. Simply doesn't generate enough speed/force to make it back to the wooden bowl. I would usually wait to see if I missed something or maybe it's not level, but as it is time to be buying stocking stuffers, I need to get this out there - do NOT waste your money.

10 people found this helpful

Helpful

Report

Very clear expression of disappointment due to the wrong instructions and lack of function.



Rich Fa



Doesn't work!

Reviewed in the United States on October 12, 2023

Color: Wood Grain | Verified Purchase

I followed the instructions to charge it up. The light went from Red (uncharged) to Green (charged). I turned it on and the light turned to Blue (Ready). I dropped the ball in and it just fell through the hole and stopped at the bottom of the rail. It doesn't run though the cycle!

3 people found this helpful

Helpful

Report

This user mentions how they very diligently followed the instructions to then get hit by the reality of this not working product. One possible interpretation for this review is that even when the user did everything correctly (the very few usage attitudes that one could experience with this product) the product still didn't work, resulting in unmet expectations, a disconnect between user and product, a complete stop of usage attitudes and an inflow of negative emotions

 The Ox

★☆☆☆☆ **DOES NOT WORK!!!!!!!**

Reviewed in the United States on September 21, 2023

Color: Wood Grain | **Verified Purchase**

Do not get tracked by this company this item absolutely DOES NOT WORK!!!!!! I wish I would've read the reviews before purchasing. This item is a complete sham and a rip off. It absolutely does not work. I plugged it in charged it fully for five hours. Tried tilting it in all different directions not once with the ball have enough force to make it back into the cup. This item is just as good as x-ray glasses a complete rip off. !!!

9 people found this helpful

[Helpful](#) | [Report](#)

 Duuwee52

★☆☆☆☆ **Product review.**

Reviewed in the United States on November 1, 2023

Verified Purchase

Does not work. Over priced and has never performed as demonstrated.

[Helpful](#) | [Report](#)

Cannot appreciate the usage attitudes if there are none.

 james j simone

★☆☆☆☆ **Worthless**

Reviewed in the United States on January 16, 2023

Color: Wood Grain | **Verified Purchase**

Right out of the box it doesn't work. We tried it for 2 days- and yes we fully charged it- and 1 out of 10 times it actually worked. The other times- it didn't do anything- or the steel ball went sideways and rolled around on the floor. I sent it back the next day.

2 people found this helpful

[Helpful](#) | [Report](#)

 Flashjet

★☆☆☆☆ **Does NOT work as advertised.**

Reviewed in the United States on February 23, 2023

Color: Wood Grain | **Verified Purchase**

The product write-up and the videos show the steel ball rising above and into the bowl and then down the wire track and up again and into the bowl repeatedly. Following the instruction, I charged the battery over 2 hours until the red light went out. But the steel ball never rose high enough to make it into the bowl. I even tried leaving it plugged in and tried the ball, but that didn't help. This thing is totally useless unless it works. It does NOT work. The product quality is good, the instructions are fine, the packaging is excellent, but the product does NOT work. This was a total waste of time and money.

14 people found this helpful

This user even states how everything else about the product was good or excellent but the fact that the product didn't work was enough to generate negative emotions. One could speculate that the "good" product quality and the "excellent" packaging resulted in even higher expectations to the products functionality, which when it turned out to not exist resulted in even higher frustration if the other feature were as poor as the functionality.

 C. M.

★☆☆☆☆ **Smells off**

Reviewed in the United States on December 21, 2022

Verified Purchase

I'm not sure how these are stored but the stick I got seems old and smells old, it doesn't smell like essential oils, it's smells more like cardboard. I had to scrape the top of the stick off because it was sticky and hard, beneath was a normal textured deodorant but no smell in the package. I applied it to clean armpits but had to take a second shower because I couldn't stand the weird smell. I like the smell of sandalwood and have used deodorant with that scent before, so I honestly think this stick is old or improperly stored. It also took me 30 minutes to get it warm enough to push up out of the tube.

[Helpful](#) | [Report](#)

This user also mentions having to scrape the top of the deodorant to reach a section with a creamier consistency that can actually glide which can be interpreted as a negative usage attitude since having to improvise a way to be able to use the product is unnecessarily annoying. As well as having to warm the product for 30 long minutes to be able to use it as intended (push it along the tube)

 Rebecca Spencer

★☆☆☆☆ **Smells bad, weird consistency and horrible packaging**

Reviewed in the United States on August 8, 2022

Verified Purchase

This product does not have a smell other than the cardboard tube they use as packaging. The top layer was completely hard and sticky like old Elmer's glue, it hurt to try and put on. I scraped that off and underneath it is a little creamier but still a very odd consistency and the packaging instructions say to push it up from the bottom of the tube to get more product. It literally will not push up at all. It is terrible in every way.



Helpful Report

The usage attitudes of this product even resulted in pain for the user, and even after somewhat fixing the issue on their own, the product still couldn't be used properly.

 Joy Farrah

★☆☆☆☆ **It smells weird and it's difficult to use**

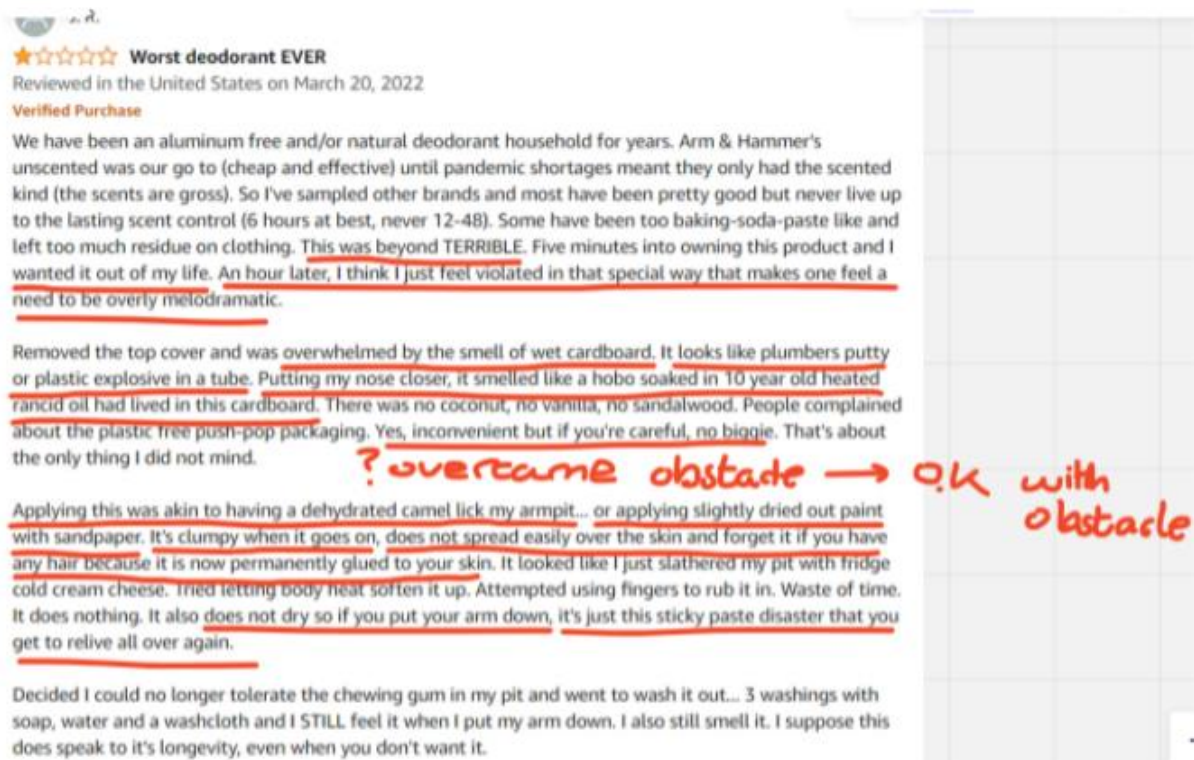
Reviewed in the United States on March 22, 2023

Verified Purchase

This packaging is bad and the product texture is not soft nor firm enough to glide onto the armpit without chunks falling off onto the ground or under your arm. I loved the smell of pooppuri so I was expecting this deodorant to be at least at the level of dove or secret scents, if not even more highly scented. Instead I got this odorless chunky crumbly mess and I can't return it. I'm so sad. I guess I have to stick with lume although I was hoping lume would also get some competition from other companies.

Helpful Report

once again the product isn't usable at all since it crumbled when attempting to glide it.



☆☆☆☆☆ Worst deodorant EVER
 Reviewed in the United States on March 20, 2022
 Verified Purchase

We have been an aluminum free and/or natural deodorant household for years. Arm & Hammer's unscented was our go to (cheap and effective) until pandemic shortages meant they only had the scented kind (the scents are gross). So I've sampled other brands and most have been pretty good but never live up to the lasting scent control (6 hours at best, never 12-48). Some have been too baking-soda-paste like and left too much residue on clothing. This was beyond TERRIBLE. Five minutes into owning this product and I wanted it out of my life. An hour later, I think I just feel violated in that special way that makes one feel a need to be overly melodramatic.

Removed the top cover and was overwhelmed by the smell of wet cardboard. It looks like plumbers putty or plastic explosive in a tube. Putting my nose closer, it smelled like a hobo soaked in 10 year old heated rancid oil had lived in this cardboard. There was no coconut, no vanilla, no sandalwood. People complained about the plastic free push-pop packaging. Yes, inconvenient but if you're careful, no biggie. That's about the only thing I did not mind.

? overcame obstacle → O.K. with obstacle

Applying this was akin to having a dehydrated camel lick my armpit... or applying slightly dried out paint with sandpaper. It's clumpy when it goes on, does not spread easily over the skin and forget it if you have any hair because it is now permanently glued to your skin. It looked like I just slathered my pit with fridge cold cream cheese. Tried letting body heat soften it up. Attempted using fingers to rub it in. Waste of time. It does nothing. It also does not dry so if you put your arm down, it's just this sticky paste disaster that you get to relive all over again.

Decided I could no longer tolerate the chewing gum in my pit and went to wash it out... 3 washings with soap, water and a washcloth and I STILL feel it when I put my arm down. I also still smell it. I suppose this does speak to it's longevity, even when you don't want it.

The user surprisingly overcame the "inconvenient" obstacle the push-pop packaging provided which in turn seemed to not annoy them as much as the other users. Additionally even though the deodorant did crumble and apply in a very ineffective and source-of-negative-emotion manner, the user still somewhat managed to use it.

 Courtney

★☆☆☆☆ **So sad**

Reviewed in the United States on July 28, 2023

Item Shape: Oval | **Verified Purchase**

I really was hoping this would be a good thing to keep my hands busy while at home, but this thing is impossible to do. It's practically superglued to the stone making it impossible to pick off. It also took FOREVER to dry. I'm more of an immediate gratification girlie so waiting wasn't fun.

3 people found this helpful

Even though the user states that the objective of the product is "impossible", by reading other reviews we can assume that it is instead very hard to make it work. The effort it takes to make a "stress relief" product work is what this user is complaining about, the process of use of this product created frustration instead of pleasure. Moreover the wait time until the product was usable added to the frustration. Having to wait a long time to use a barely functioning product overall created a negative experience with the user that can be defined by the usage attitudes.

 Isabelle hyland

★★★★☆ **Pretty good**

Reviewed in the United States on October 4, 2022

Item Shape: Round | **Verified Purchase**

Pretty neat product. I bought it in hopes of using it to replace picking at my face but it's just not as satisfying. The dental tools provided were unable to hold up against the latex mixture on the stone. I did like the little stand they provided for the rock, it make it easy to keep my desk clean while the latex dried onto the rock. I did notice that the longer I let the latex dry, anything more than 1 or 2 days, caused it to get really hard and make it difficult to pull off of the stone. Overall was more work and less satisfying than picking at myself, unfortunately. I haven't used it hardly at all. The stone is nice and has great pores though. I just don't think it's right for me

6 people found this helpful

This user remains positive throughout their review, and even though no apparent negative emotions can be found, a deeper disappointment can be perceived. The overall experience is summarised as "more work less satisfaction". When the expectations for a product are to relax, and the reality is that the product requires a lot of effort and work for it to barely function, and the tools provided for this "dont hold up" the result is the product getting shelved and not used.



Rebecca Skupien

☆☆☆☆☆ **0 stars for 2 failed attempts at using your product.**

Reviewed in the United States on January 26, 2023

Item Shape: Oval | **Verified Purchase**

1/25/23 The paint had separated and was unusable. While returns are easy, it was something my child who has anxiety attacks was waiting for, excited to open, and now disappointed to have to wait 3 more days for the new set.

1/28/23 Three days later new set came and had the same unusable paint. Maybe your product can't handle Mn cold? Very disappointed that the product that is marketed for people with anxiety, be the cause of anxiety!



this user experienced disappointment and dissatisfaction when the product arrived and the mixture of paint didn't work or mix properly which resulted in an unusable product which prevents the usage attitudes to occur. They gave the product a second chance that concluded in the same manner. Unfortunately for them the "anxiety preventing" product resulted in more anxiety due to the unmet expectations and lack of usability.



waleed alam

☆☆☆☆☆ **TERRIBLE**

Reviewed in the United States on December 25, 2023

Item Shape: Oval | **Verified Purchase**

As much as I wish I could give a positive review, my experience with the Pick Stone for Anxiety Relief was incredibly disappointing. Not only did it fail to provide any relief for my anxiety, but it actually seemed to exacerbate it. The promised calming effect was non-existent, and instead of reducing stress, it added to my frustration.

The Pick Peel Calming Stone, touted to ease anxiety, sadly did not live up to its claims. The fidget picky stone kit sounded promising but ended up being more of a source of irritation rather than relaxation. I was truly hoping for a product that could offer some solace during tense moments, but unfortunately, this wasn't it.

In my experience, this product didn't work as advertised and, in fact, seemed to have a negative impact on my anxiety levels. I'd strongly advise caution or exploring other options if seeking relief from anxiety and stress.

2 people found this helpful

Helpful

Report

This reviewer is very vague on what exactly they didn't like about the product, however they do mention that it doesn't work as advertised, meaning the usage is related to the source of their negative emotions. They do claim repeatedly that the product only increased their frustration and anxiety.

Jean
 ★☆☆☆☆ **Very, very disappointed in product.**
 Reviewed in Canada on March 7, 2022
 Verified Purchase
 I liked nothing about this product. The ink must have dried up as it would not show on anything, not even my hand. I will try the little cutter but I dont think that will be very effective. Do not recommend this to anyone.
 One person found this helpful
 Helpful Report

RF
 ★☆☆☆☆ **I should have read the reviews before ordering these**
 Reviewed in Canada on March 16, 2022
 Verified Purchase
 Just like other reviewers said, both stamps came without ink. I hope Amazon is reading these reviews and remove these from their website. It's just a waste of everyone's time and money.
 Helpful Report

Stacey
 ★☆☆☆☆ **Garbage**
 Reviewed in Canada on June 13, 2022
 Verified Purchase
Ink is all dried up. Do not purchase.
 Helpful Report

Kristen Pearce
 ★☆☆☆☆ **Garbage**
 Reviewed in Canada on July 14, 2022
 Verified Purchase
 Both of them arrived dry with no ink. Totally unusable
 Helpful Report

evelyn margaret
 ★☆☆☆☆ **Terrible**
 Reviewed in Canada on April 2, 2022
 Verified Purchase
No ink in products. Did not work. Do not buy!!!!
 Helpful Report

Amazon Customer
 ★☆☆☆☆ **Horrible buy. Useless**
 Reviewed in Canada on June 1, 2022
 Verified Purchase
 Was delivered with the ink dry. Both devices. With no option to re-ink.
 Helpful Report

draglasice
 ★☆☆☆☆ **empty, small, stinks**
 Reviewed in Germany on September 12, 2022
 Verified Purchase
 Bought because I already have such a roller stamp from Tchibo and wanted another refillable one. After arrival, the disappointment was great: the cover holds poorly, the rubber stinks, the width is small and, above all, the stamps are empty. By way of comparison, the Tchibo roll stamp was full and still works after 7 years of private use.
 One person found this helpful
 Helpful Report

Doesnt work, cannot experience the usage attitudes if there are none to work with.

Doesnt work, cannot experience the usage attitudes if there are none to work with.

R. Adams
 ★☆☆☆☆ **Did Not Work**
 Reviewed in the United States on November 26, 2021
 Verified Purchase
 I had such high hopes of eating Nutella bananas. I was so excited when I received this that I immediately went out and bought some bananas. The included instructions were just pictures and my mind wasn't understanding them for a frustratingly long time. I did not realize this contraption came apart for the longest time. After watching some videos of how it's done, I was able to core my banana and insert it to be pumped with Nutella. The banana cored fine enough, but promptly broke in half when I tried to 'straighten' it per the instructions. I tried to do it carefully and slowly, but ruined two good bananas. I tried injecting Nutella in the last broken one, but just ended up with it gunking up the entire inside of this thing and not getting a single drop in the banana. The last straw was being unable to completely clean out the corer part. There was no way to get all the banana pieces out. I ended up just throwing the whole thing away. This would've been great if it actually worked.
 79 people found this helpful

Very clearly the usage attitudes are the core issue with this product. The process of using the product is obnoxious and frustrating, there are no other complaints. The product is designed to straighten a banana, when bananas usually have a slight, or aggressive curve to them which resulted in a broken banana for this user ruining "two good bananas". Overall the product is messy and very very finicky.

Amazon Customer
 ★☆☆☆☆ **Awful**
 Reviewed in the United States on August 14, 2023
 Color: Red | Verified Purchase
Didn't work at all. We threw it and it just crashed to the ground every time and didn't do any kind of loop. We may not have been using it right but it was very disappointing. We didn't use it for long and threw it away after a few days. It had a few indentation marks on it from where it had crashed to the ground so much
 3 people found this helpful
 Helpful Report

No usage attitudes to appreciate since it didnt work.
 Negative emotions arose enough to throw away after a few days of attempted use.


susan


Hot mess!

Reviewed in the United States on September 3, 2023


Verified Purchase

After viewing the video several times, we were not successful with this banana stuffing device. It was messy and difficult to clean. Not worth the money.

One person found this helpful


Pat McCarthy


Didn't work as advertised

Even after repeated attempt at learning how to make the product work the user wasn't successful and in their attempts they found the product messy and difficult to clean. The negative usage attitudes of the product were the source of frustration


Pat McCarthy


Didn't work as advertised

Reviewed in the United States on January 7, 2022


Verified Purchase

I think the concept is terrific. I think they better rethink the device. It was very difficult to figure out from written instructions. We tried a soft banana and a hard one, both with terrible results using peanut butter and melted chocolate. The bananas split or the filler came out of the device all over our hands and all over the banana. I requested a refund and the vendor stated my review was bad and once I restated my issues, they would initiate the refund. I'm not sure what to say other than the truth.

14 people found this helpful

difficult to clean. The negative usage attitudes of the product were the source of frustration

messy and hard to make work, several attempts resulted in catastrophe.


alonsograndma


Doesn't work

Reviewed in the United States on July 2, 2023


Verified Purchase

Well built, but in use doesn't work. Jams up and you can hardly get any banana to come out, let alone in a solid/straight line. Waste of time and money - returned mine.

3 people found this helpful

This user couldn't even make it work a little bit, gave up and returned the product.


Amy T.


Difficult to clean - Not as easy to use as you'd expect

Reviewed in the United States on December 27, 2021


Verified Purchase

Even after watching the "how to use" video, this product was very difficult to use and clean. The bananas keep splitting in the back and make a mess. Tried it with both peanut butter and Nutella and was a huge mess. Sticks all over the parts and and is hard to get out from the crevices. Definitely not worth almost \$30. For \$10 this would be a fun "gag" gift to try but it's definitely not worth the clean up time.

10 people found this helpful

User complained about the difficulty to use and clean, bananas kept splitting, and the ingredients got stuck between all of the parts and crevices. Messy and complicated.


Ray Junior


worthless piece of ****

Reviewed in the United States on March 14, 2022


Verified Purchase

You would be better to take your money and throw it on a fire in your back yard, you'll get more enjoyment out of it. DO NOT buy this worthless junk. no matter HOW we tried this (and we watched the video THREE times before we did it.. and several things were missing from the video BTW) it NEVER worked right. bananas splitting (pun intended), honey EVERYWHERE, absolute NIGHTMARE piece of junk

5 people found this helpful

Very frustrated user couldn't make it work even after watching the tutorial video 3 times before attempting it. They complained about the process and how messy it was to make it work.

Usage-goals:

The pure essence and objective of the product is offensive to an entire collective, additionally, its very vague, unprofessional and poor. The reviewers deemed it a scam. The goal of learning fun sign language is interrupted and never met due to the lack of valuable content found in this book.



keith Wann

★☆☆☆☆ **Hack material**

Reviewed in the United States on October 11, 2013

If you are going for the shock value then do the research and find the truly smutty signs from the language users. This book is equivalent to a non Spanish speaker printing "Spanish swearing" and their only exposure was a bus trip through east la and phonetically trying to reproduce the sounds they heard with total disregard with the grammar rules "pootah".

All these negative reviews are not surprising since many college and university ASL teachers contacted the publishers of this book before they printed it and told them this book was a scam with no foundation in sign language language.

Keith Wann
Deaf Pizza 4 Life!

93 people found this helpful



Joy Farrah

★☆☆☆☆ **It smells weird and it's difficult to use**

Reviewed in the United States on March 22, 2023

Verified Purchase

This packaging is bad and the product texture is not soft nor firm enough to glide onto the armpit without chucks falling off onto the ground or under your arm. I loved the smell of pooppuri so I was expecting this deodorant to be at least at the level of dove or secret scents, if not even more highly scented. Instead I got this odorless chunky crumbly mess and I can't return it. I'm so sad. I guess I have to stick with lume although I was hoping lume would also get some competition from other companies.

Helpful

Report

At the same time the poor design of the product and packaging means that the goal of using the product gets obstructed and in turn generates frustration to the user.



Joan G Flaks

★☆☆☆☆ **Worst purchase ever!**

Reviewed in the United States on September 30, 2022

Verified Purchase

I was excited to order this deodorant. I ordered one to try. The product arrived in a sealed package as expected. I opened the package to find the deodorant unsealed. No wrapper. I took the top off to find a dried up stick! The smell was not as described either. I could not "push it, push it up" as it says on the package either. So, I contacted Amazon and returned it. I decided to try one more time so instead of a refund, Amazon sent a replacement. It arrived in exactly the same condition. WTH? I will never purchase this again. Very disappointing.

Helpful

Report



Jo Thompson

★☆☆☆☆ **Not worth the price**

Reviewed in the United States on December 18, 2022

Item Shape: Oval | Verified Purchase

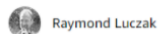
The rock chipped away and broke when pulling off the goo. As someone with severe anxiety I was really looking forward to this helping so I don't pick my own skin but it kept breaking and wouldn't peel off. I get more satisfaction from putting Elmers glue on my hand and peeling it off like a little kid does.

One person found this helpful

Helpful

Report

Having a product break when being used ultimately results in an obstruction of the goal, since this (peeling the latex off of the rock) is never accomplished.



Raymond Luczak

☆☆☆☆☆ Truly offensive.

Reviewed in the United States on October 11, 2013

As a Deaf person who has written a number of books about the Deaf community, I find the book to be extremely offensive for several reasons. The Deaf community has fought long and hard for the recognition of American Sign Language (ASL), especially when many hearing people saw us as "barbarians" because we didn't use speech to communicate (and if we did, our speech wasn't always that pleasant to hear). Many Deaf people have suffered needlessly in schools where hearing educators have forbidden the use of ASL "ever". And now this book typifies what many hearing people think of ASL as a ... NOVELTY. Look how funny that sign is! Look how outrageous that dirty sign is! Look, look, look! This book is a perfect example of how we are reduced to the amusement and belittlement of hearing people who just want to get a "kick" out of the novelty of sign language. Truth is, ASL is not a novelty, nor we as a Deaf community need accept this blatant attempt by a hearing person to exploit our language nor need reward a hearing publisher for not knowing any better. This is a major embarrassment, and Ms. Henson should've known better. This is akin to a white person putting on blackface and going onstage anyway because she figures that the white community has more power over the black community and therefore she can do so with impunity. That's why this book is so incredibly offensive to the Deaf community. Please do NOT buy this book, because if you do, you are telling a hearing publisher that it is OKAY for a hearing person to get away with perpetuating the novelty factor that's unfortunately tacked onto us when we sign. Please do not reward her blackface behavior of disrespecting our language.

For the record, I almost never write reviews on Amazon, but this book ... well, I don't take it too kindly when a hearing person insults the Deaf community like this.

44 people found this helpful

↳ so bad → compelled to review

Once again this other book's goal of reading funny reviews was never met due to the fact that the book was very lazily made and the content is lacking, the reviewer had a set of expectations for the book that never got met which resulted in extreme frustration to the point of throwing away the book instead of returning it and getting back the money. It could be argued that the review should be placed in the standard column since the standard expectations of a book that provides entertainment aren't really met but the core essence of the review is that of unmet goals.

ne - Do Not Buy

on March 24, 2015



Been There, Done That

☆☆☆☆☆ Very Poorly Done - Do Not Buy

Reviewed in the United States on March 24, 2015

Verified Purchase

One of the POOREST books of its kind - my advice to everyone - don't buy this. Each page has one review - usually a single sentence ... below it a large picture of the product taking lots of space ... and then a few sentences by the author - not funny or witty, though she thinks she is.

This book would be overpriced at 99 cents. I've read much better of this type of book - and found much funnier and crazier reviews on Amazon!!

As for the buyers who gave this book 5 STARS - my thinking is they must all be friends of the author. If I could return this book I would. Because I can't - I am just throwing it in the trash. Again - Don't Waste Your Money On This Book. It's bland beyond belief - and Not Funny At All.

3 people found this helpful

Usage-standards:



Casey Cason

☆☆☆☆☆ This is a piece of crap

Reviewed in the United States on January 23, 2019

Color: Clear | **Verified Purchase**

Do you guys review your products for quality at all. This is a joke. I don't know who allowed this product to go to manufacturing much less to market but who ever did should be fired. For one this is not mirror, it is a cheap plastic. When I got this it was already scratched. I tried to wet it and wipe it with a towel and it scratched even more. Fog free, that's a joke. It fogged up sitting on the counter. Then you have this great idea of using suction cups to hang it. I liked that idea but do you know how suction cups work? Read carefully. This is scientific stuff. You wet them and push them in and when they pull out they suction themselves to the wall. Real complicated stuff. Which blows my mind why some idiot would put a hard plastic covering on the outside of the suction cups so you can't push them in. In fact you can't do anything with them. I've bought a lot of products in my day and this is the worst piece of crap I have ever seen. Blows my mind how you're in business. I wish I could find a way to block your company so I make sure I don't deal with the lack of quality control that you obviously have. Thanks for wasting my time and money.

5 people found this helpful

Helpful

Report

The issue with all of the reviews with this product is that the fogless mirror gets fogged up very easily and that the suction cups don't suck, rendering the product useless, additionally some reviews state that the mirror itself is of poor quality and the reflection gets distorted. The problem comes with the design of the product and the fact that the design does not meet the standard expectations, specially when the product is advertised to do something that ends up not doing at all



Old EnglishMajor

☆☆☆☆☆ OH, I CAN'T WAIT TO REVIEW THIS PIECE OF JUNK!!!!!!

Reviewed in the United States on August 26, 2015

Color: Clear | **Verified Purchase**

This is a "POWER LOCK" and "FOG FREE" shower mirror. As soon as I tried to install it (following their instructions completely) it fell off the wall 3x--at least it doesn't seem to break. As soon as I turned on the shower to warm water it immediately fogged up!! So it's basically totally useless. It won't stick via suction b/c both of the suction cups have warped/deformed edges, so they can't create a vacuum. It was only ten bucks so not worth the hassle of sending back. I mounted it on the wall using some self-stick hooks I already had and extra stick tape for the bottom part to make it fit snugly on the wall. I researched about a dozen mirrors like this one before buying--almost half of the review were terrible but the other half were good enough to convince me to try it. IT IS NOT WORTH BEING IN A DOLLAR STORE BIN!!! AVOID THIS. AMAZON--YOU SHOULD BE ASHAMED TO EVEN SELL THIS PIECE OF JUNK!!!!

3 people found this helpful

Helpful

Report



Matt

☆☆☆☆☆ STOP! Don't do it!

Reviewed in the United States on December 4, 2022

Color: Wood Grain | **Verified Purchase**

Wow, what a disappointment. First of all, I ordered and received the wooden version ... but received the instructions for the plastic version (NOT the same). After researching how to turn it on online (the "how to charge it" I figured out) - and here's the important part - it DOES NOT WORK. Simply doesn't generate enough speed/force to make it back to the wooden bowl. I would usually wait to see if I missed something or maybe it's not level, but as it is time to be buying stocking stuffers, I need to get this out there - do NOT waste your money.

10 people found this helpful

Helpful

Report

When ordering a variation of the product that requires a different set of instructions one would assume the product received would have the correct instructions come with it, this very basic and standard expectation was not met for this user. This user had to go his own way looking for a solution to his problem by researching online. This disconnect with the products usage should not happen as a standard.



Jo Thompson

**Not worth the price**

Reviewed in the United States on December 18, 2022

Item Shape: Oval | **Verified Purchase**

The rock chipped away and broke when pulling off the goo. As someone with severe anxiety I was really looking forward to this helping so I don't pick my own skin but it kept breaking and wouldn't peel off. I get more satisfaction from putting Elmers glue on my hand and peeling it off like a little kid does.

One person found this helpful

Helpful

Report

Using the product in its intended way made it break for this user, which is understandably frustrating since one assumes that a very basic necessity (standard) for a product is for it not to break when being used (usage) (unless of course this is an intended feature).



Shontia

**This Awful Product**

Reviewed in the United States on September 26, 2023

Color: Black | **Verified Purchase**

It's represented falsely, it was out of shape, it doesn't fly at all and definitely doesn't come back. My kid and I were very disappointed!! Performance is awful!!

One person found this helpful

Helpful

Report

Product is expected to perform as a generic standardised product in its category, but it doesn't, resulting in complaints and disappointment.

Consequence-attitudes:



susan

**Hot mess!**

Reviewed in the United States on September 3, 2023

Verified Purchase

After viewing the video several times, we were not successful with this banana stuffing device. It was messy and difficult to clean. Not worth the money.

One person found this helpful

Helpful

Report

A consequence of the attitudes is how difficult and frustrating this product is to clean, and how much there is to clean.



Amy T.

**Difficult to clean - Not as easy to use as you'd expect**

Reviewed in the United States on December 27, 2021

Verified Purchase

Even after watching the "how to use" video, this product was very difficult to use and clean. The bananas keep splitting in the back and make a mess. Tried it with both peanut butter and Nutella and was a huge mess. Sticks all over the the parts and and is hard to get out from the crevices. Definitely not worth almost \$30. For \$10 this would be a fun "gag" gift to try but it's definitely not worth the clean up time.

10 people found this helpful

Very messy, a consequence of its attitudes is the long and frustrating clean up time. Additionally, these consequences make it so that the user feels like the price is too high, if it however worked as intended and wasn't so frustrating to clean then maybe they would be okay with the price, but they are left with regret.

: the top of the
brand shower

C. M.

☆☆☆☆ Smells off

Reviewed in the United States on December 21, 2022

Verified Purchase

I'm not sure how these are stored but the stick I got seems old and smells old, it doesn't smell like essential oils, it's smells more like cardboard. I had to scrape the top of the stick off because it was sticky and hard, beneath was a normal textured deodorant but no smell in the package. I applied it to clean armpits but had to take a second shower because I couldn't stand the weird smell. I like the smell of sandalwood and have used deodorant with that scent before, so I honestly think this stick is old or improperly stored. It also took me 30 minutes to get it warm enough to push up out of the tube.

feels like the however wo so frustratin would be ok are left with

A. R.

☆☆☆☆ Worst deodorant EVER

Reviewed in the United States on March 20, 2022

Verified Purchase

We have been an aluminum free and/or natural deodorant household for years. Arm & Hammer's unscented was our go to (cheap and effective) until pandemic shortages meant they only had the scented kind (the scents are gross). So I've sampled other brands and most have been pretty good but never live up to the lasting scent control (6 hours at best, never 12-48). Some have been too baking-soda-paste like and left too much residue on clothing. This was beyond TERRIBLE. Five minutes into owning this product and I wanted it out of my life. An hour later, I think I just feel violated in that special way that makes one feel a need to be overly melodramatic.

Removed the top cover and was overwhelmed by the smell of wet cardboard. It looks like plumbers putty or plastic explosive in a tube. Putting my nose closer, it smelled like a hobo soaked in 10 year old heated rancid oil had lived in this cardboard. There was no coconut, no vanilla, no sandalwood. People complained about the plastic free push-pop packaging. Yes, inconvenient but if you're careful, no biggie. That's about the only thing I did not mind.

Applying this was akin to having a dehydrated camel lick my armpit... or applying slightly dried out paint with sandpaper. It's clumpy when it goes on, does not spread easily over the skin and forget it if you have any hair because it is now permanently glued to your skin. It looked like I just slathered my pit with fridge cold cream cheese. Tried letting body heat soften it up. Attempted using fingers to rub it in. Waste of time. It does nothing. It also does not dry so if you put your arm down, it's just this sticky paste disaster that you get to relive all over again.

Decided I could no longer tolerate the chewing gum in my pit and went to wash it out... 3 washings with soap, water and a washcloth and I STILL feel it when I put my arm down. I also still smell it. I suppose this does smelt to life because even when you don't want it.

Both of this users experienced a negative consequence of using the deodorant since the longevity of the product and the fact that the smell is so horrible meant that the unpleasantness is long-lasting. Not even several showers removed the product, which would be a positive quality of not for the negative sensation and smell

? overcame obstacle → O.K. with obstacle

Voracious Reader

52%

Ray Junior

☆☆☆☆ worthless piece of ****

Reviewed in the United States on March 14, 2022

Verified Purchase

You would be better to take your money and throw it on a fire in your back yard, you'll get more enjoyment out of it. DO NOT buy this worthless junk. no matter HOW we tried this (and we watched the video THREE times before we did it... and several things were missing from the video BTW) it NEVER worked right. bananas splitting (pun intended), honey EVERYWHERE, absolute NIGHTMARE piece of junk

5 people found this helpful

Very frustrated user was not satisfied with the attitudes, and the consequences of using the product being having a very long and tedious clean up process.

tamson

☆☆☆☆ My most disappointing 'Shark Tank' purchase

Reviewed in the United States on December 27, 2021

Verified Purchase

All of my grandchildren love peanut butter and bananas so I had high hopes for this product when I saw it on Shark Tank. It's not 'cheaply' made...the plastic appeared sturdy enough but with so many parts and pieces to it, if one part breaks or gets lost, you can't use any of it. I did not consider it easy to clean and the practice it must take to do it correctly made this far more frustrating than fun (the seller does send a follow up email that contains video instructions after you purchase it and admits, it takes practice). It's my fault that I didn't pay attention to the fact that I was responsible for the shipping cost to return it so, they'll deduct almost \$8.00 from my refund for returning it but I understand that they are a small company so, it's the price I'll pay for the mistake of ordering it.

14 people found this helpful

Helpful | Report

On the other hand this other user complained more about the cleaning process and how much practice it took to properly clean the product stating how frustrating and not fun it was.



Isabelle hyland

★★★★☆ Pretty good

Reviewed in the United States on October 4, 2022

Item Shape: Round | **Verified Purchase**

Pretty neat product. I bought it in hopes of using it to replace picking at my face but it's just not as satisfying. The dental tools provided were unable to hold up against the latex mixture on the stone. I did like the little stand they provided for the rock, it make it easy to keep my desk clean while the latex dried onto the rock. I did notice that the longer I let the latex dry, anything more than 1 or 2 days, caused it to get really hard and make it difficult to pull off of the stone. Overall was more work and less satisfying than picking at myself, unfortunately. I haven't used it hardly at all. The stone is nice and has great pores though. I just don't think it's right for me

6 people found this helpful

Helpful

Report

The consequences of this products problems results in it being shelved and not used, creating disappointment in the user for the unmet expectations.



Voracious Reader

★☆☆☆☆ This did not work

Reviewed in the United States on January 16, 2023

Verified Purchase

I gave this as a gift to my nephew. The aim is off and it never worked properly, even though we charged it. The on/off switch is on the top, difficult to find. We lost 2 of the metal balls because the aim was off, and they never landed where they were supposed to go. Don't buy this

2 people found this helpful

Helpful

Report

As a consequence of the poor/non-existent usage attitudes the user lost 2 of the metal balls that the product included, this consequence of the poor usage attitudes resulted in an impossibility/complication to continue using the products, since there are now less of the required metal balls to use. The fact that this is stated in the review means that it generated negative emotions in the user.



Jw

★☆☆☆☆ Not worth the price

Reviewed in the United States on December 20, 2023

Color: Blue | **Verified Purchase**

This product was not worth the money and it was cheaply made. I am so upset as this was a Christmas gift for my son

One person found this helpful

Helpful

Report



April S

★☆☆☆☆ Looks like I could've bought this from the dollar store!

Reviewed in the United States on January 18, 2024

Color: Red | **Verified Purchase**

Right away the packaging told me this was going to be a cheaper product and looking at the boomerang I'm unimpressed. It legitimately looks like I could've got this at the dollar store. I will be returning this for sure. In no way is it worth \$15.

Helpful

Report

In this instance, the product itself has no intrinsic issues. however it is too expensive for what it is, the product is too cheaply made for the price it is being sold at. The user had no issues with the usage, they didn't mention any obstructed goals, their only complaint was the fact that the feeling of owning it generated dissatisfaction as it felt like a waste of money. The difference with other "wasted time and money" products is that those products have a complication with its usage or the obstructed goal while this reviewer doesn't mention anything of such.



R. Calderone

★☆☆☆☆ Cheap \$1.00 made in China garbage

Reviewed in the United States on September 2, 2023

Color: Red | **Verified Purchase**

Buyer beware! Its just a cheap piece of made in China flimsy styrofoam cut out. No way it is worth \$14.00. Probably cost 10 cents in material. It's destined to eventually be a dollar store item.

2 people found this helpful

Helpful

Report

Consequence-goals:

 Casey Cason

☆☆☆☆☆ **This is a piece of crap**

Reviewed in the United States on January 23, 2019

Color: Clear | **Verified Purchase**

Do you guys review your products for quality at all. This is a joke. I don't know who allowed this product to go to manufacturing much less to market but who ever did should be fired. For one this is not mirror, it is a cheap plastic. When I got this it was already scratched. I tried to wet it and wipe it with a towel and it scratched even more. Fog free, that's a joke. It fogged up sitting on the counter. Then you have this great idea of using suction cups to hang it. I liked that idea but do you know how suction cups work? Read carefully. This is scientific stuff. You wet them and push them in and when they pull out they suction themselves to the wall. Real complicated stuff. Which blows my mind why some idiot would put a hard plastic covering on the outside of the suction cups so you can't push them in. In fact you can't do anything with them. I've bought a lot of products in my day and this is the worst piece of crap I have ever seen. Blows my mind how you're in business. I wish I could find a way to block your company so I make sure I don't deal with the lack of quality control that you obviously have. Thanks for wasting my time and money.

5 people found this helpful

Helpful

Report

This review also mentions the fact that they are annoyed by having wasted time and money on the product. The irony used to state this implies frustration, specifically as a consequence of not having their goals met, which is why this review also fits with this source of emotion.

 Riss

☆☆☆☆☆ **Disappointed**

Reviewed in the United States on January 8, 2023

Verified Purchase

I know a few people who use lume but came across this and thought I'd give it a try. Unfortunately, this product isn't usable. The stick is so hard you cannot apply the product without it feeling like sandpaper on your skin. I thought maybe it just needed to be warmed up for I held it in my hands for a few minutes and that didn't help at all. I don't know if every stick is like this but mine was so to me, this purchase was a waste of money, sadly.

Helpful

Report

once again, the consequences of the obstructed goals results on a waste of money for the user, and the fact that this is stated in the negative review means that it has generated enough negative emotions to be placed in this category.

 Ian W.

☆☆☆☆☆ **No coffee smell**

Reviewed in the United States on June 22, 2021

Verified Purchase

This is good soap excellent hydrator, unfortunately it doesn't smell like coffee. Not even a little. I would not order this again. I bought it for the smell and if I needed a hydrator, there are less expensive ones out there.

Helpful

Report

lack of smell means that the money could have been spent on a different hydrator. Could be interpreted as a waste of money

perienced sadness as a consequence of substitute their current deodorant, and using the one they already used.

 Amazon Customer

☆☆☆☆☆ **Not what was expected**

Reviewed in the United States on December 14, 2021

Verified Purchase

Not what I was expecting. The scent doesn't smell like coffee at all. Expensive for not the correct scent.

Helpful

Report



Joy Farrah

☆☆☆☆☆ It smells weird and it's difficult to use

Reviewed in the United States on March 22, 2023

Verified Purchase

This packaging is bad and the product texture is not soft nor firm enough to glide onto the armpit without chunks falling off onto the ground or under your arm. I loved the smell of poopuri so i was expecting this deodorant to be at least at the level of dove or secret scents, if not even more highly scented. Instead i got this odorless chunky crumbly mess and I can't return it. I'm so sad. I guess i have to stick with lume although i was hoping lume would also get some competition from other companies.

Helpful

Report

This other user experienced sadness as a consequence of not being able to substitute their current deodorant, and having to keep buying the one their already used. Additionally this product isnt good enough to become competition for other companies, which is safe to assume that this displeases the user since the prices for other products are high and the lack of competition wont reduce them.



Flashjet

☆☆☆☆☆ Does NOT work as advertised.

Reviewed in the United States on February 23, 2023

Color: Wood Grain | Verified Purchase

The product write-up and the videos show the steel ball rising above and into the bowl and then down the wire track and up again and into the bowl repeatedly. Following the instruction, I charged the battery over 2 hours until the red light went out. But the steel ball never rose high enough to make it into the bowl. I even tried leaving it plugged in and tried the ball, but that didn't help. This thing is totally useless unless it works. It does NOT work. The product quality is good, the instructions are fine, the packaging is excellent, but the product does NOT work. This was a total waste of time and money.

14 people found this helpful

Once again negative emotions are created once the user realizes that they have wasted time and money on a product. The mention of the wasted time and money implies that this was a worthy cause of frustration



alonsogranc

☆☆☆☆☆ Doe

Reviewed in the U



RF

☆☆☆☆☆ I should have read the reviews before ordering these

Reviewed in Canada on March 16, 2022

Verified Purchase

Just like other reviewers said, both stamps came without ink. I hope Amazon is reading these reviews and remove these from their website. It's just a waste of everyone's time and money.

Helpful

Report

Waste of time and money as a consequence of the poor product which results in negative emotions for the user



alonsograndma

☆☆☆☆☆ Doesn't work

Reviewed in the United States on July 2, 2023

Verified Purchase

Well built, but in use doesn't work. Jams up and you can hardly get any banana to come out, let alone in a solid/straight line. Waste of time and money - returned mine.

3 people found this helpful

Helpful

Report

Unmet goals as a consequence of the poor usage attitudes resulted in wasted time and money.

10.2 Quantitative surveys

10.2.1 Full survey

Thank you for helping

This questionnaire looks into the frustration and negative emotions caused by disappointment after finally acquiring a product you have eagerly wanting to own.

It shouldn't take more than 5 minutes to complete!

START

Mind sharing your name?



Before starting

Think back to a time were you had to wait before being able to purchase/consume a product that you were excited to purchase/consume. The reason as to why you had to wait could be anything from "saving money" to "the product wasn't out for purchase yet".

What was the product?

- ☐ Phone
- ☐ Shoes
- ☐ Movie
- ☐ Clothes
- ☐ Other....(Hairdryer, even lawnmower is valid)

*
Once you bought it, did it meet ALL of your expectations? Even the small ones

☐ ?

- ☐ Yes
- ☐ No

☒ No

How was it disappointing?

☐ ?

*
Would you say this disappointing situation happens more often than a more pleasant one?

- ☐ Yes
- ☐ No

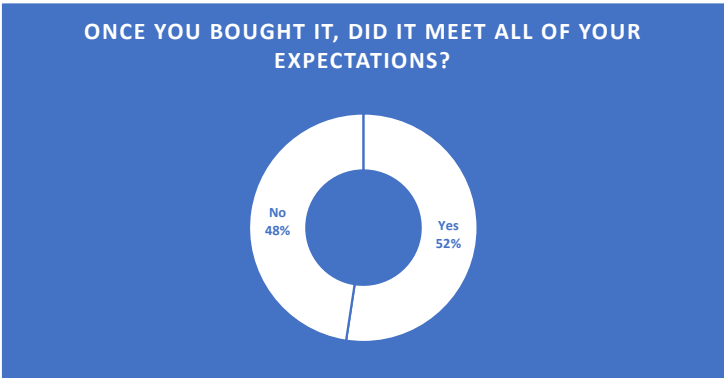
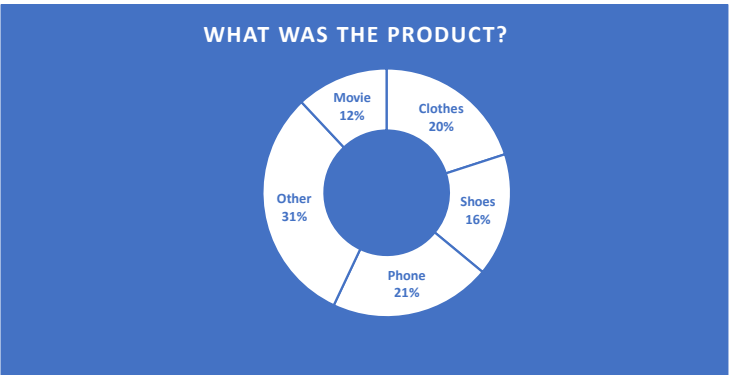
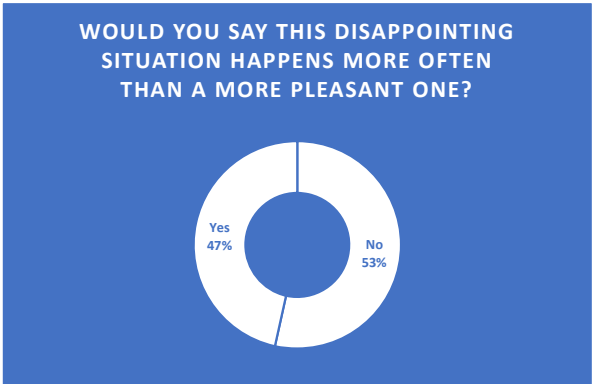
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Answer	Amount
Clothes	20
Shoes	16
Phone	21
Other	31
Movie	12

Answer	Once you bought it, did it meet ALL of your expectations?
Yes	54
No	49

Answer	Would you say this disappointing situation happens more often than a more pleasant one?
No	23
Yes	20



10.3 Qualitative Interviews

Base interview:

Question 1.

What do you do? Work? Study?

Follow up: What do you study/work in? Do you find frustration often in your field of study/work?

Question 2.

What are some of your hobbies?

Question 3.

What do you consider a "product"?

Question 4.

Do any of these frustrating either study/work or hobby experiences relate with products?

Follow up question: What in particular was frustrating? Would you say the negative emotions related more to the product itself, the way it was used or the consequences of owning the product?

Question 5.

In the past, when you've experienced frustrating products, what was your solution to the issue i.e: throwing it away, substituting the product, altering the product to reduce frustration?

Interviewee 1, The Calm One.

Question 1.

profesional de la logistica y el transporte.. si hay frustracion.

Question 2.

Le gusta tocar el bajo en una banda de musica, le gusta hacer hiking y el deporte en general aunque por edad lo ve mas que lo practica

Question 3.

Un producto es, un bien o un servicio que se obtiene a cambio de una compensación o económica o también puede ser un trueque a cambio de otro bien o servicio.

Question 4.

En los hobbies no necesariamente, y en el trabajo sí porque yo ofrezco productos a clientes del trabajo y hay proveedores de servicios o bienes que me ofrecen bienes o servicios que yo compro como parte de mi trabajo, y hay veces que las cosas que compras no son las deseadas o esperadas. No cumplen las expectativas. No tiene que ser frustración, cualquier tipo de sentimiento negativo. El altavoz no lo ecualizo como exactamente quiero, pero no es realmente una sensación de frustración mayor es muy mínimo tangencial. En hiking me puedo haber equivocado al comprar pantalones que daban mucho calor, y me tuve que comprar otro nuevo más fresco. Se compro el más barato sabiendo que no sería el más bueno y dijo, pues este para verano no. No es que no era lo que esperaba, esperaba que no fuese lo mejor.

Quizá algún programa de ordenador que las comunicaciones van muy lentas, o que internet se ha caído y apagas y enciendes el router 80 veces. pero en la mayoría de los casos no me pasa, pero sí lo he visto.

Question 5.

soy bastante resiliente a las situaciones negativas. si compro un producto lo suelo gestionar. Hace poco compre un jersey que por la foto parecia de bastante buena calidad y luego lo que me llegó no era lo de la foto. Y como fue por amazon lo devolví dentro del periodo de prueba, amazon me puso en contacto con el vendedor chino y me dijo que devolverlo era difícil. Dije que tenía derecho a una devolución, mande fotos y demostre que no era la misma calidad. me ofrecieron quedarme con el producto con un descuento y después de rechazarlo 3

veces me lo decidi quedar y me costo alrededor de 5€ y lo done a un contenedor de ropa. Pero realmente no hubo frustracion.

Interviewee 2, The teacher

Question 1.

Soy profesora.

Si, las cosas no salen como uno prevee que van a salir. Por ejemplo, uno cree que 80% de su tiempo va a poder estar enseñando a los niños y luego la realidad es que te pasas muchisimo mas tiempo del que te gustaria haciendo cosas mucho mas tontas pero que te exigen tus superiores y para tenerles contento tanto a ellos como a los padres, porque se dejan engatusar mas por las cosas que se ven y menos por la realidad. hay que hacer fotos para redes sociales en las que se vena los niños y todo muy limpio para vender la moto. Las tutorias para los padres suelen ser molestas porque los padres no te entienden y las maneras en las que padres educan no son las maenras en las que consideras que deberian educar a esos niños.

Question 2.

Me gusta leer, me gusta ir a la playa y viajar, me gusta el cine y las series. Me gusta quedar con amigos. La ultima pelicula que ha visto es el biopic de bob marley

Question 3.

Cual quier cosa que se venda, desde cosas grandes a pequeñas, desde un coche a un tupper. Todo es un producto al final.

Question 4.

Si, por ejemplo en el trabajo hay material que utilizo para trabajar con los niños que no funciona como te esperas. Desde la cosa mas tonta como un bote de cola no funciona como deberia y no sale o se estropea y no puedes hacer la manualidad. o cosas mas grandes como el

sistema operativo de la pantalla interactiva se apaga o te echa y te hacen perder el tiempo y te frustra no poder progresar. Las cosas que no funcionan como deben o te hacen perder el tiempo son las mas frustrantes porque el limite de atencion de niños pequeños es difícil mantener el progreso. te hace fracasar en los intentos de tenerles entretenidos y haciendo algo. es muy frustrante cuando algo no funciona y me hace perder tiempo

Question 5.

Depende de la situacion, he intentado modificarlo para que funcione, y si no lo consigo busco otro que no tiene las cualidades que tenia el otro y que hacian que no funcionase para que el nuevo si funcione.

Interviewee 3. The hostess

Question 1.

Entre trabajos, me dedico a la hosteleria. Pues claro, cuando no me siento valorada, cuando me mandan a hacer cosas que no quieren hacer ellos. Y cuando hay tipicos idiotas que te overlook y underestimate.

Question 2

Me gusta ver series, estoy viendo anatomia de grey, voy por la temporada 17, me gusta leer y hacer pikniks, me gusta salir a pasear y caminar y ver parques y tumbarme y hablar.

Pues si, me gusta desarrollar mi creatividad con mis hobbies pero me frustró porque no se me da bien y para que me quede bien tengo que copiar, y leyendo pues me gustaria leer mas y ver menos series

Question 3.

Un producto es una idea que se ha llevado a cabo y que resulta en.. en plan.. una cosa que puede ser util para algo o alguien, y pues se puede vender. El resultado de una idea. Un producto no *interviewee laughs* no se hacer esta entrevista, *interviewee laughs* espera,

interviewee laughs todo es un producto supongo, ha pasado un proceso. Todo es un producto.

Question 4.

Si claramente, en hosteleria tienes que estar preparado para el cliente. La rueda de la mesa de roomservice siempre se movia a la izquierda. o bandejas que estaban mal. En los ascensores cuando bajabas con la mesa, y tenias 20 botellas de agua, cuando pasabas por el gap del ascensor y se podia romper la botella al haber un bache cuando pasabas por encima.

Bandejas torcidas despues de mucha uso, o resvaladiza y se cae todo porque esta mal diseñada. El gap del ascensor me ralentiza porque tengo que ir con mas cuidado, y me ralentiza. Y la mesa que no va recta hace que tenga que usar mas fuerza para mantenrla recta y me ralentiza. no puedo ser eficiente en el trabajo si los productos me ralentizan.

Se me rompio el zapato cuando hice un hiking con mi padre, y se rompio toda la suela me tuvieron que poner cinta aislante en el pie y fue humillante, y fue muy al principio y no pude disfrutar tanto mi hobby, y cuando se va el wifi y no puedo ver anatomia de grey.

Question 5.

En el trabajo pues la mesa no me quedaba mas remedio que usarla si no habia otra y si mis jefes decidian que no habia solucion o remedio, Y en mis hobbies, pues los zapatos no me quedo mas remedio que comprar otros porque iba a necesitar para futuros hikes. Si los zapatos no se hubiesen roto tanto como se habian roto igual los podria haber seguido usando, pero es que no habia remedio. Y con el wifi por ejemplo no me queda mas remedio, ahi no hay sustitucion posible.

Interviewee 4, The healthcare worker

Question 1

Trabajo en sanidad publica. El comportamiento del paciente y las exigencias de los pacientes

Question 2.

Andar ver series escuchar musica. Cuando ando, el no hacer mas tiempo o no hacer mas recorrido me puede molestar. Cuando escucho musica podria estar haciendo otra cosa como leer.

Question 3.

Algo material. Muchas veces algo que no es necesario, Una pelica si es un producto aunque no sea material, es un servicio.

Question 4.

En mi trabajo no, en el hobby creo que tampoco. El paciente es molesto porque se queja de que no se realiza el tratamiento que ellos pensaban que se le iba a hacer se atrasa en la cita, o se haga todo enseguida como ellos quieren. Pero depende del sector en el que trabajes. los ruidos en odontologia son muy molestos, todos hacen ruido y son ruidos muy molestos. La acustica influye mucho. Intentas poner esos instrumentos en hroas que no se pase consulta para que a los pacientes no les moleste. Es molesto que tenga que hacer ruido. la consecuencia es molesta por que es agotador.El uso del producto es molesto por el ruido que tiene que hacer

Question 5.

Los que tienes que usar paara el pacientes no te queda mas remedio que utilizarlo, no son sustituibles, te tienes que aguantar. Los que si se pueden usar fuera de horario se intentan utilizar en momentos que no moleste a nadie, como en descansos.

Interviewee 5, The dental hygienist

Question 1

Estudio higiene bucodental. Los pacientes y los doctores.

Question 2.

Escuchar musica y ver series. Yo no, cuandoveo series estoy agusto

Question 3.

Un producto es algo material que te ayude en algun aspecto de tu vida. Algo que te complementa tu dia a dia, no necesariamente necesario, pero puede estar ahí y en algun momento lo has usado o no.

Question 4.

En ninguna no. Alguna protesis que le hagas en el laboratorio no le gusta al paciente y se queja. No les gusta la forma o el color, influye mucho en el trabajador. Constante sonido molesto durante todo el dia es agotador. Los ruidos mlestan a los pacientes y afecta a la consulta. Seguro que hay alguna manera de que no suene por lo menos tanto.

Question 5.

Los que tienes que usar paara el pacientes no te queda mas remedio que utilizarlo, no son sustituibles, te tienes que aguantar. Los que si se pueden usar fuera de horario se intentan utilizar en momentos que no moleste a nadie, como en descansos.

Interviewee 6, The bartender

Question 1.

Actulmente soy camarera en un bar, bartender.

Si constantemente, el otro dia mismamente, tenia que limpiar las maquinas de cafe, y para limpiarlas tienes que abrir una pequeña pantalla que no tiene como abrirse, literalmente tienes que intentar agarrarlo y deslizarla y es molesto. Opino que se prodria hacer de otra manera

Question 2.

Actualmente, cocktails, y de vez en cuando pintar y hacer manualidades. Normalmente no, y si los encuentro, como es algo que requiere mucho disfrute, se ven opacados por ello.

Question 3.

Cualquier cosa que puedas consumir o usar. Algo que te de algo a cambio, por ejemplo un servicio tambien es un producto para mi. Algo que obtengas y te de o haga algo.

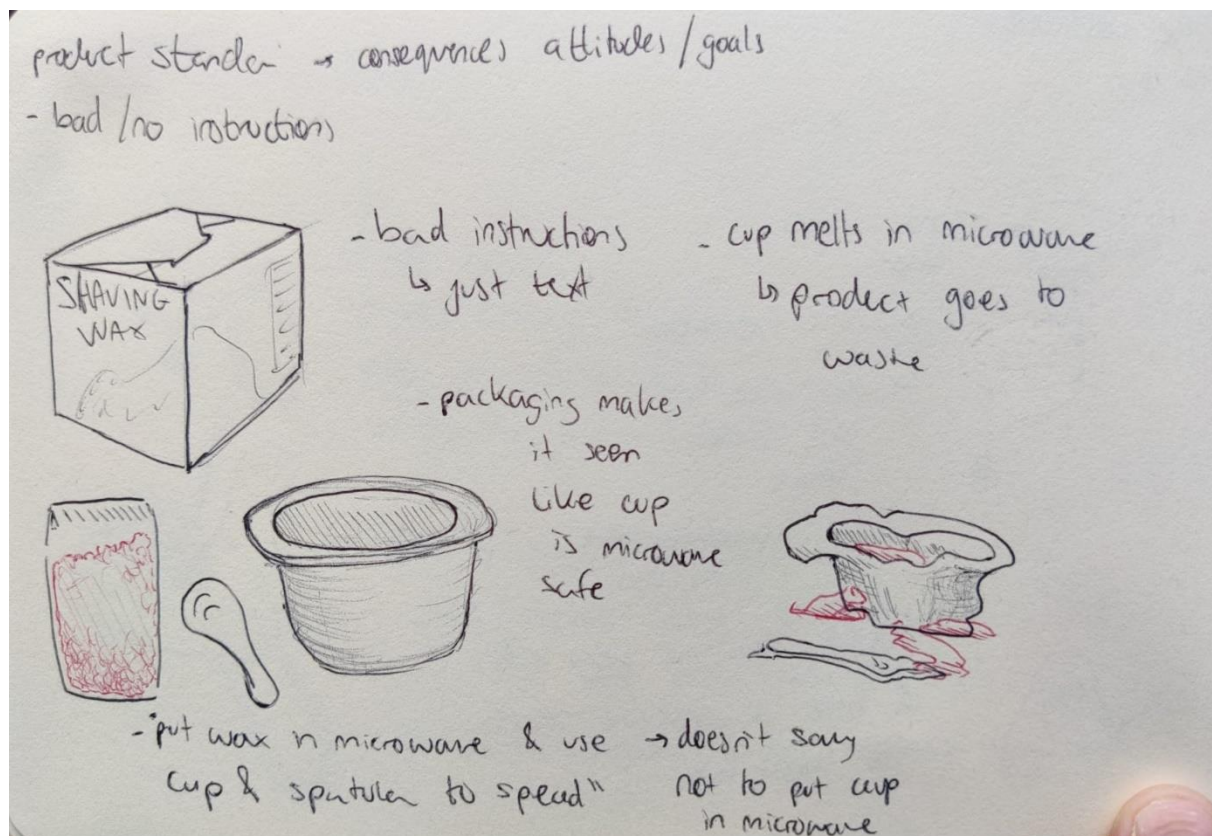
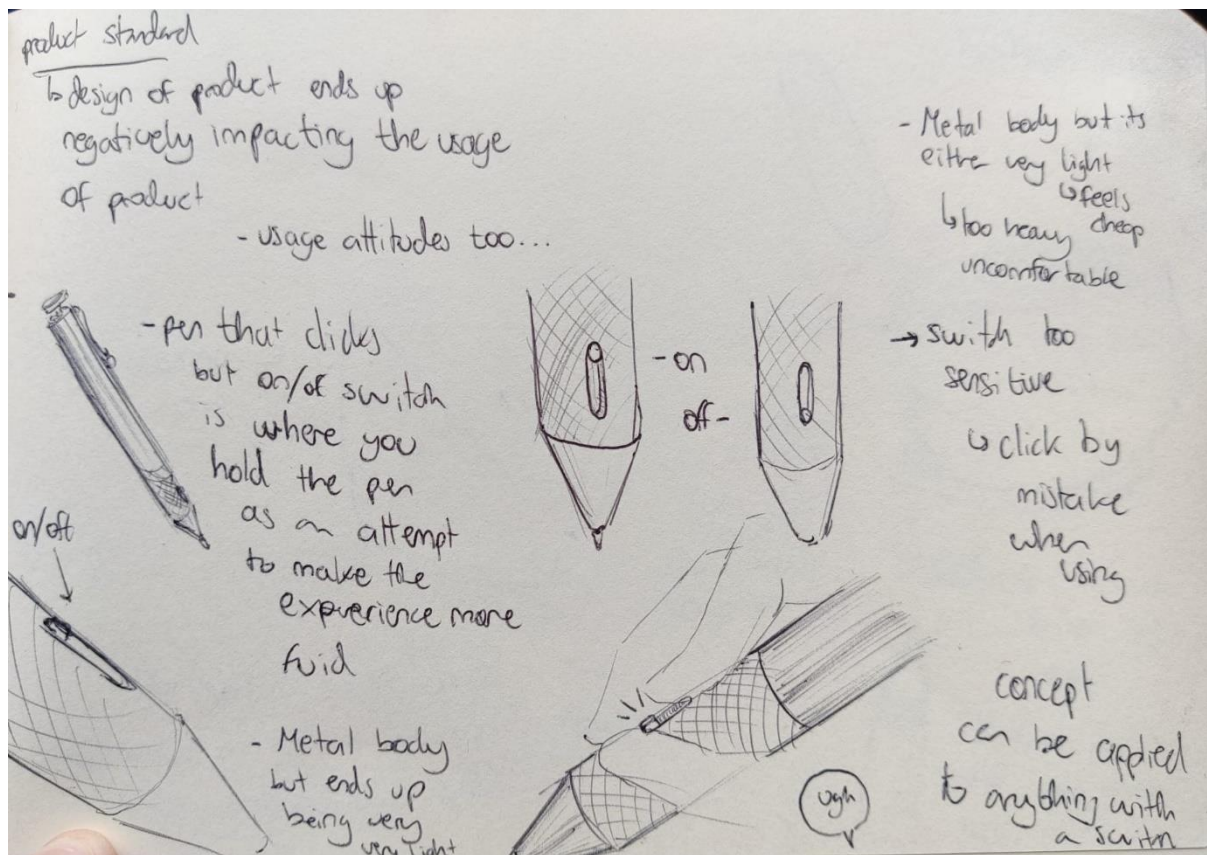
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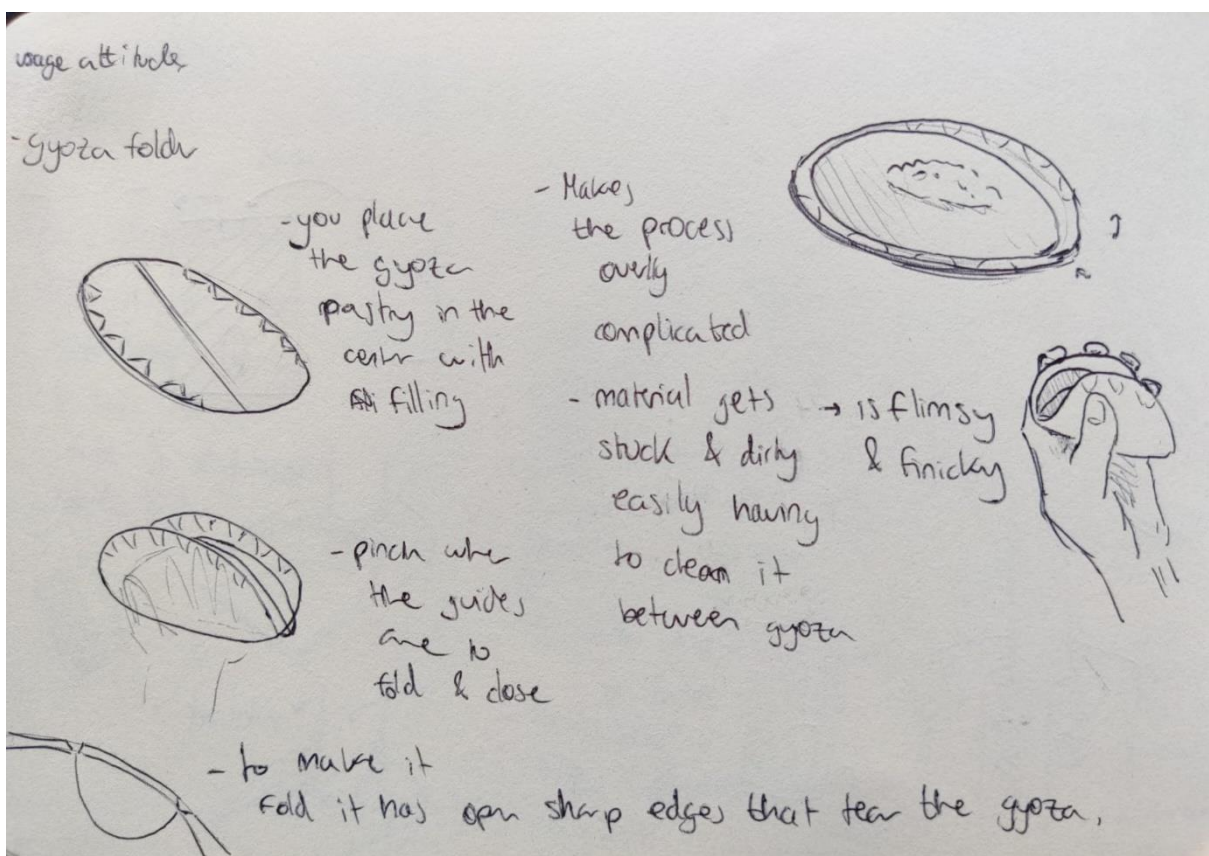
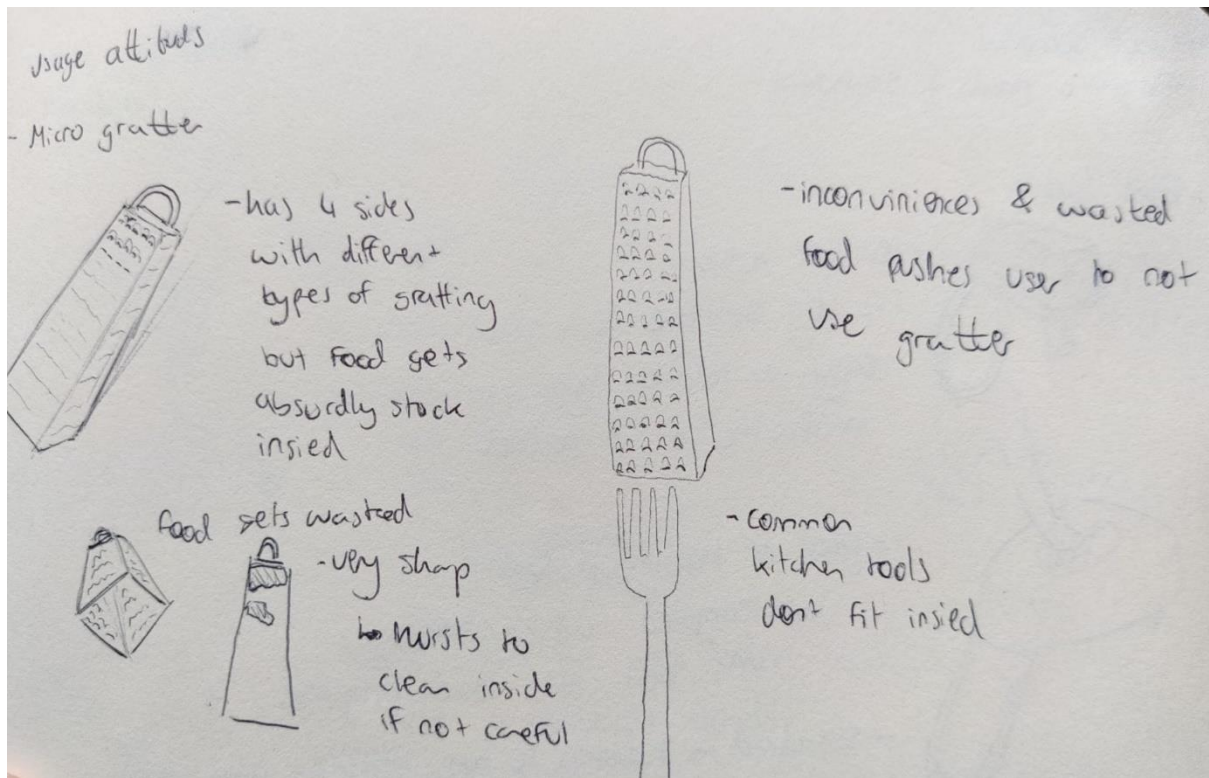
La maquina de cafe. Resulta incomodo, podria perfectamente tener una pequeña endidura para que tirar fuese mas sencillo agarrar y deslizar, el diseño del producto en si es molesto y hace que su uso sea molesto a consecuencias. Es frustrante la accion de usarlo. Otro ejemplo en el trabajo, hay taps de cerveza que no se mantienen solas hacia abajo lo que es la palanca del grifo. Tienes que estar manteniendo todo el rato hacia abajo, por ejemplo si estas tirando una cerveza de especialidad mientras la tiras puedes coger con la otra mano una cosa que se pone en el vaso para que no gotee, pero como no se mantiene abajo no puedes liberar la mano yy hacer otras cosas. Ese tiempo libre ahorras varios segundos. Me molesta el mal diseño, que unas si lo hagan y otras no es molesto. Me molesta el como se usan las que no se mantienen abajo. Considero que por lo general las cosas que mas me molestan trabajando en un bar son cosas que me hacen perder el tiempo sobretodo en los dias mas agetreados. Durante mis hobbies no se me ocurre realmente nada, supongo que el precio un poco pero luego se disfruta y se olvida

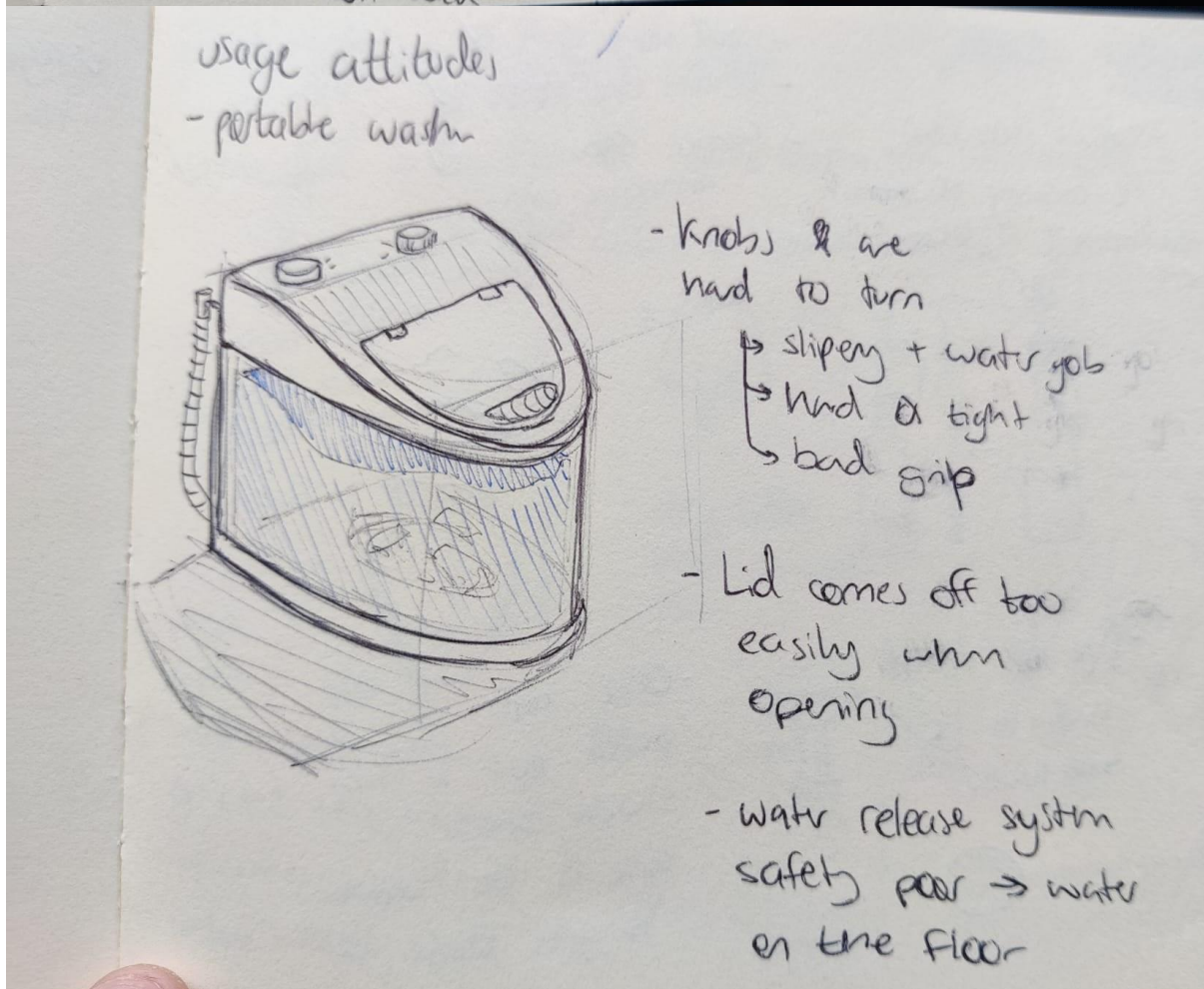
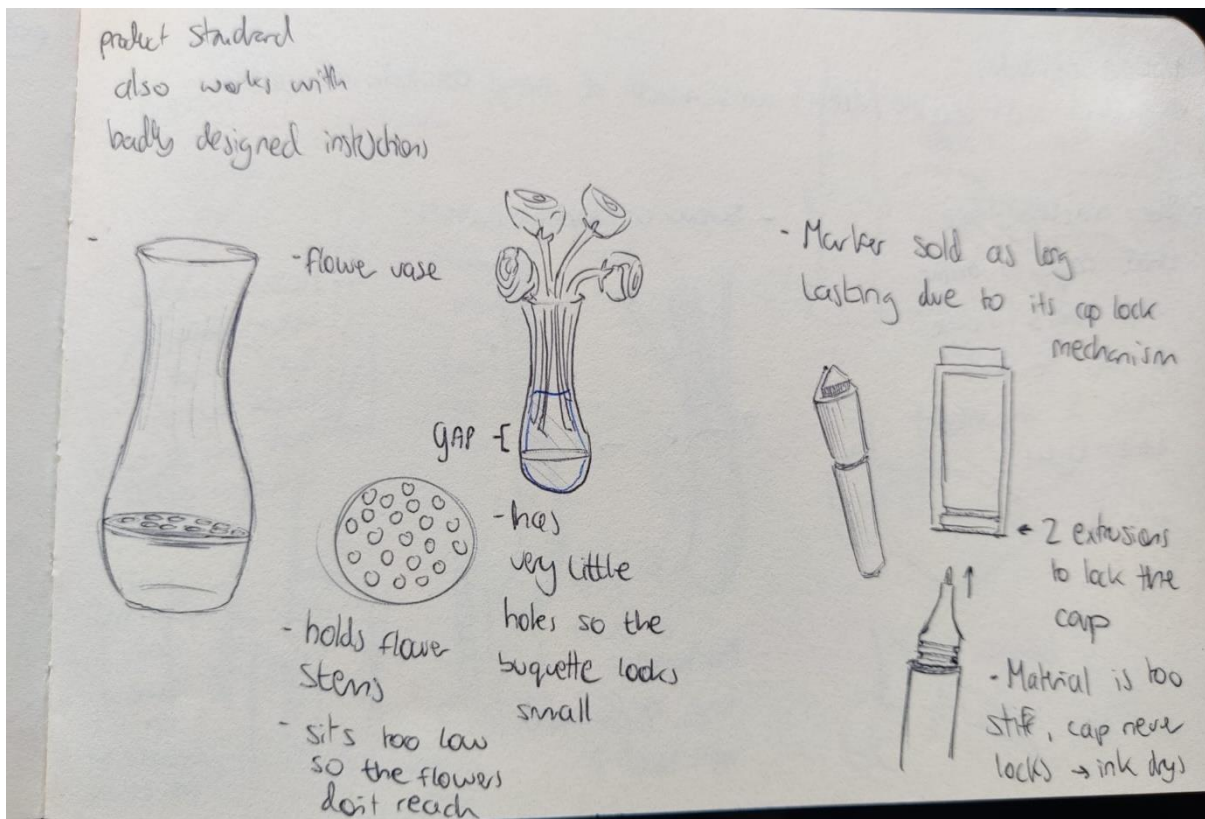
Question 5.

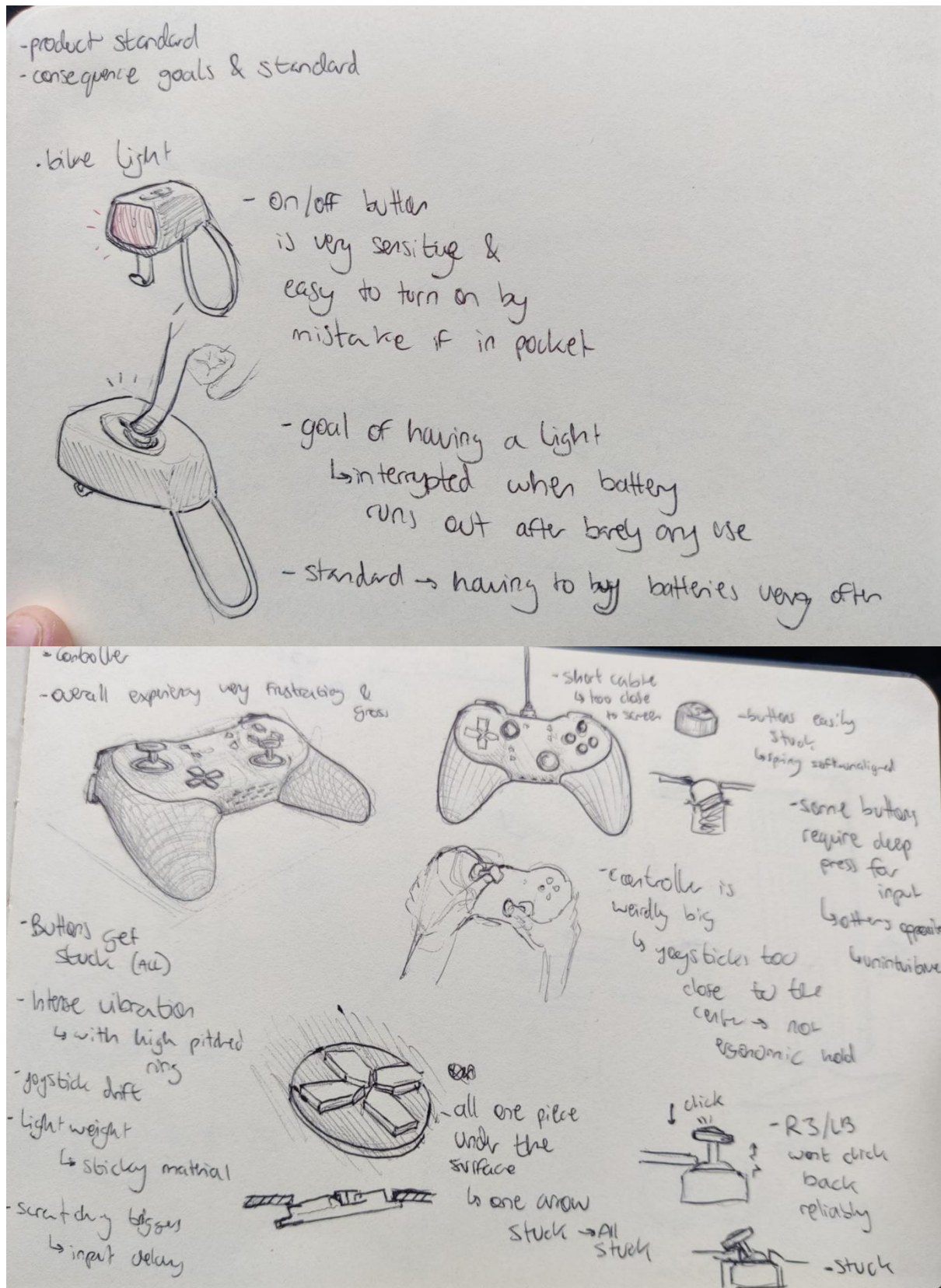
Si yo fuese la dueña del bar, entiendo que cambiar una maquina de cafe es una cosa cara, y me imagino que cambiar el grifo es mas complicaado. Pero pondria una pequeña palanquita en la tapa de la maquina de cafe para que sea mas sencillo de usar. Intentaria modificar la maquina dentro de lo razonable.

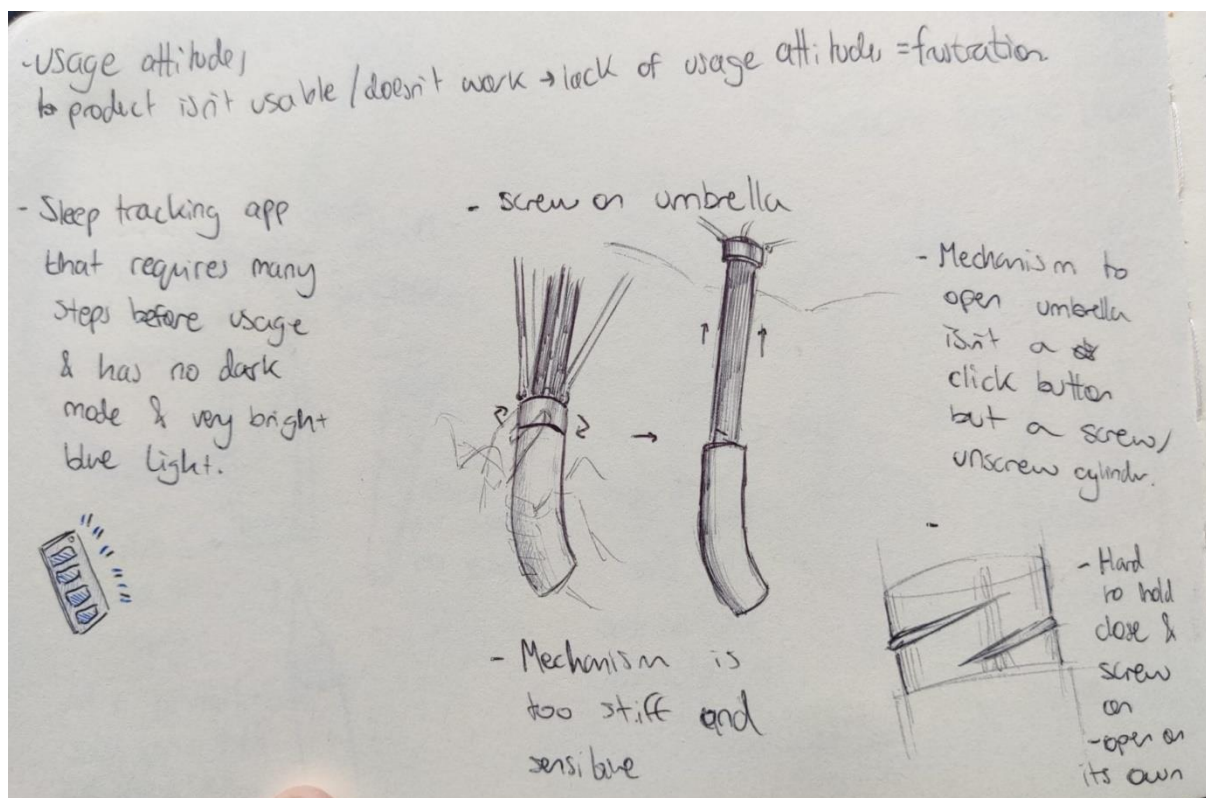
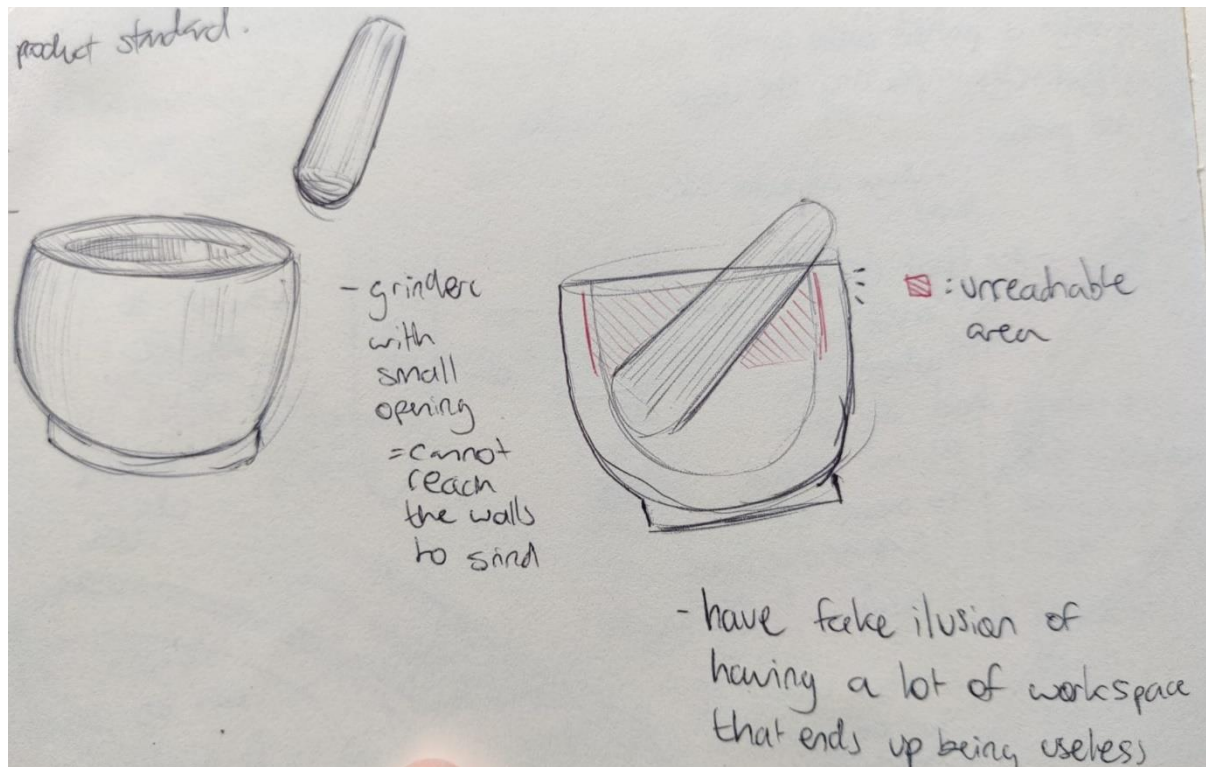
10.4 Research through sketching

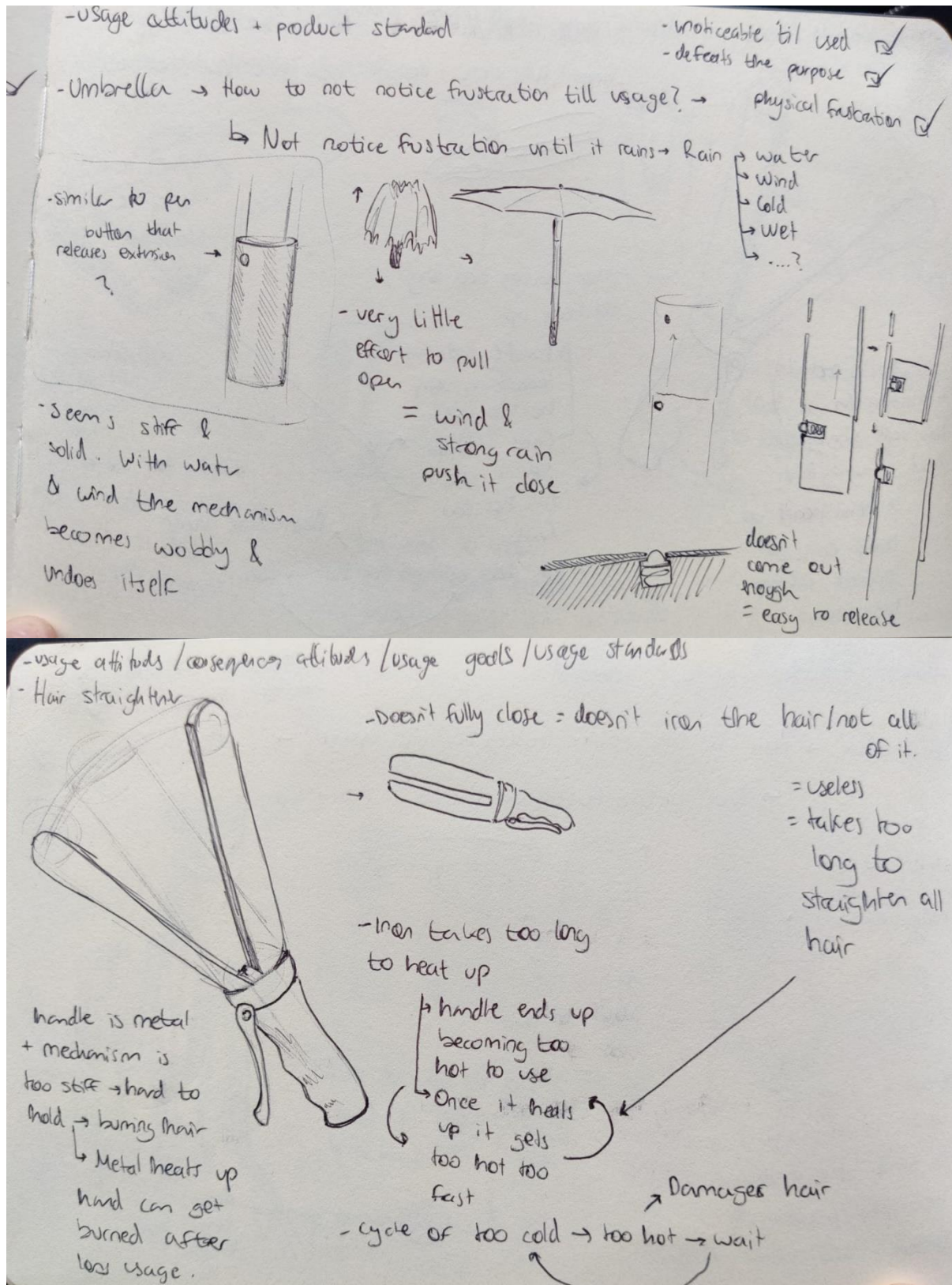


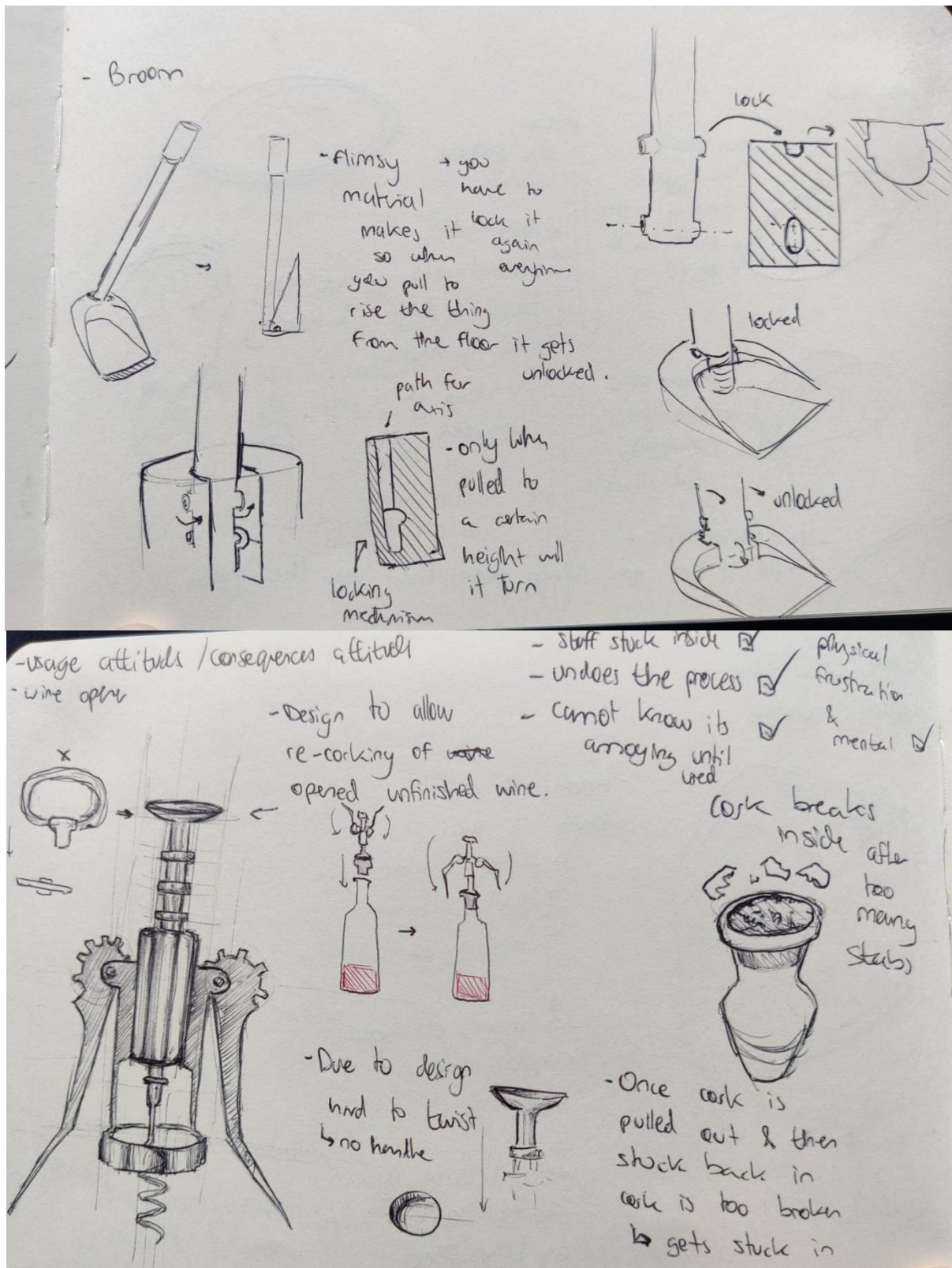


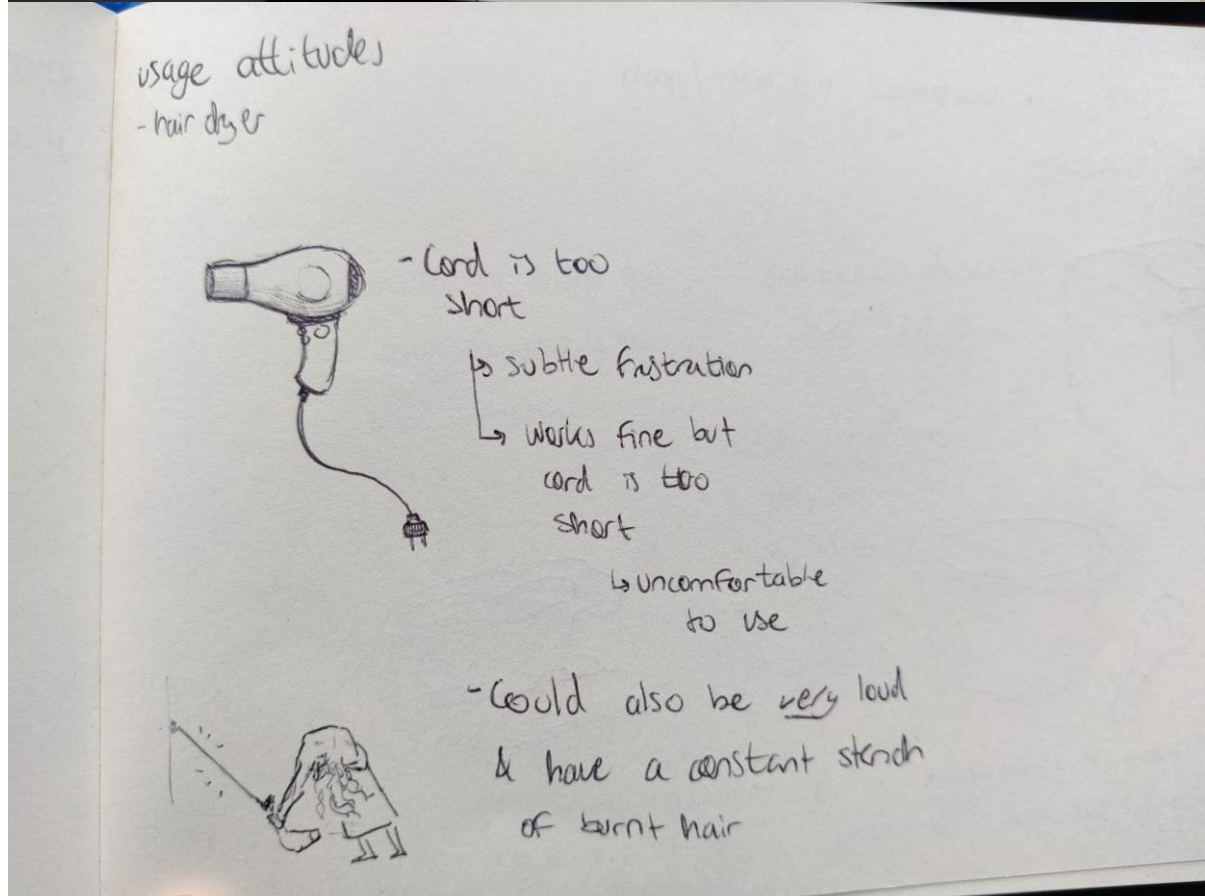
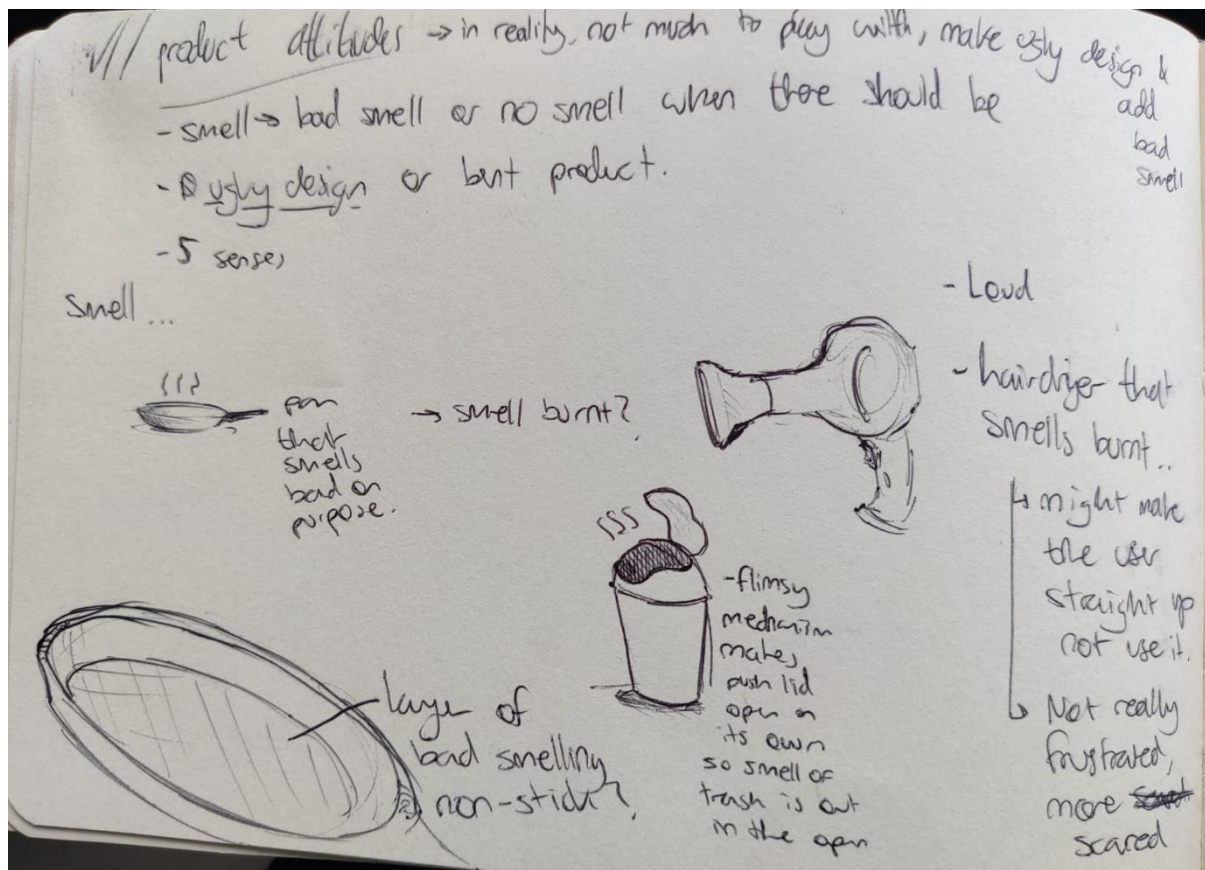


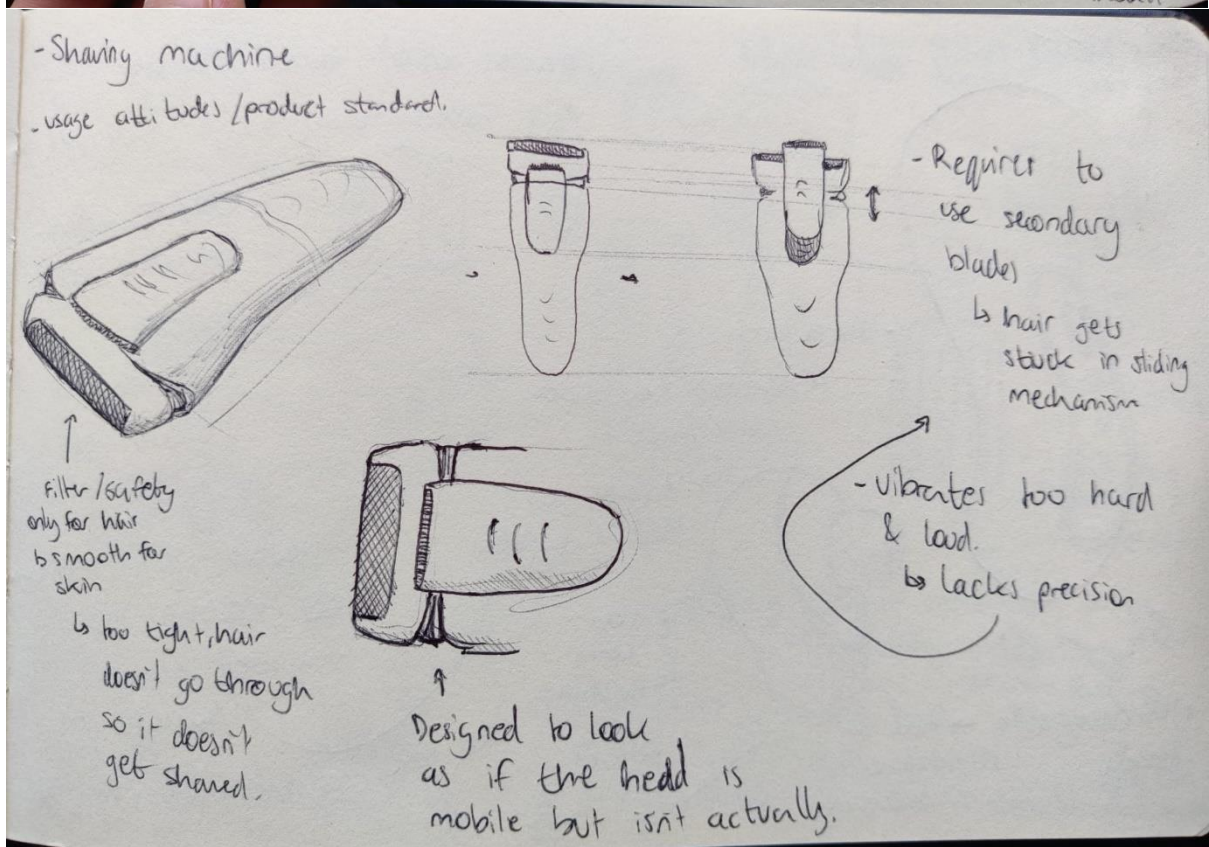
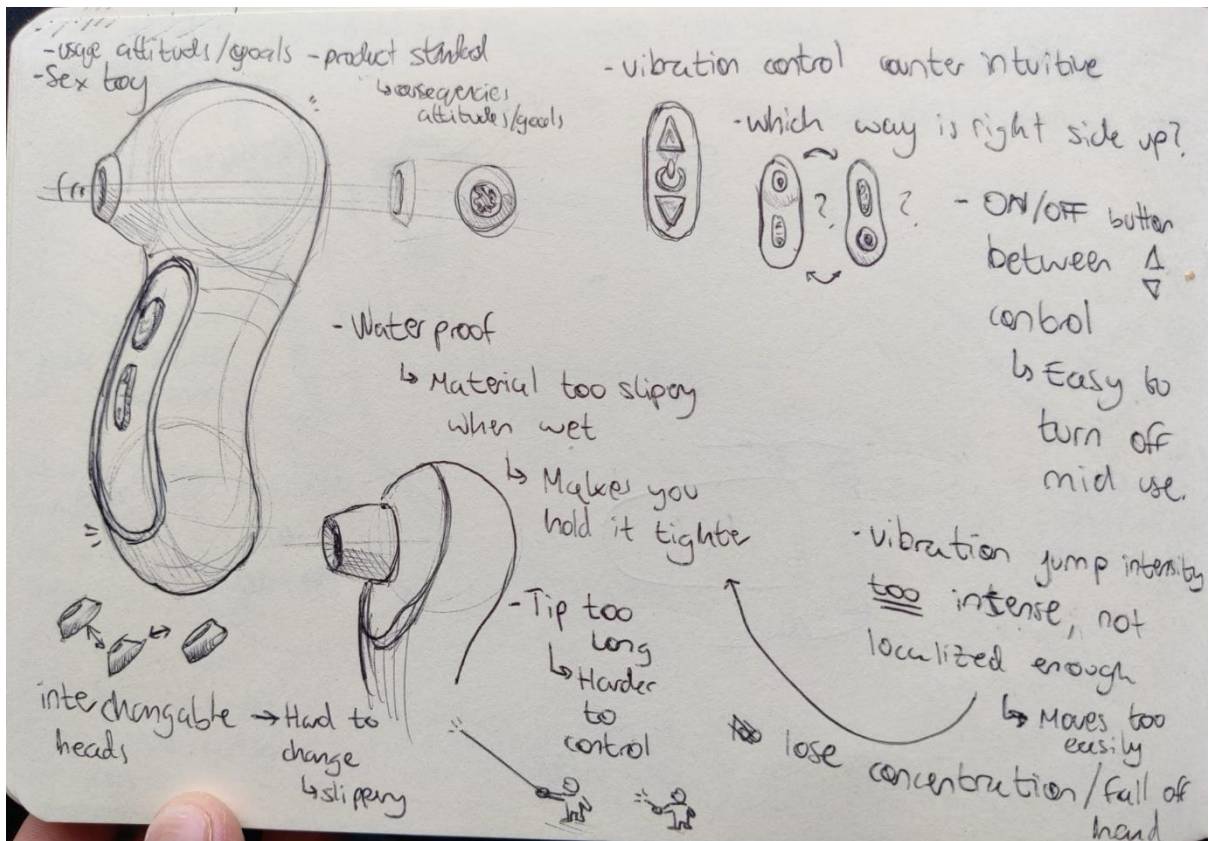


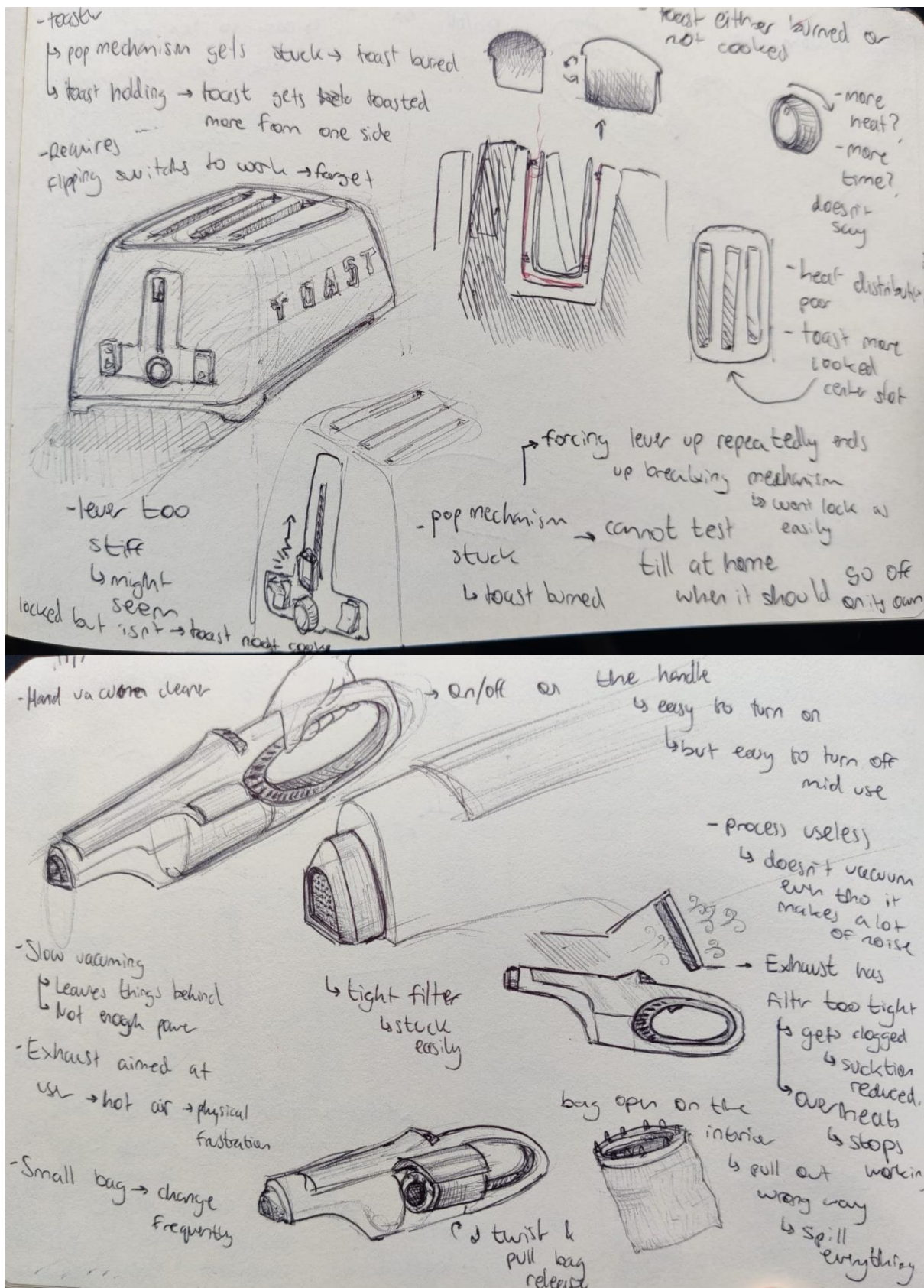






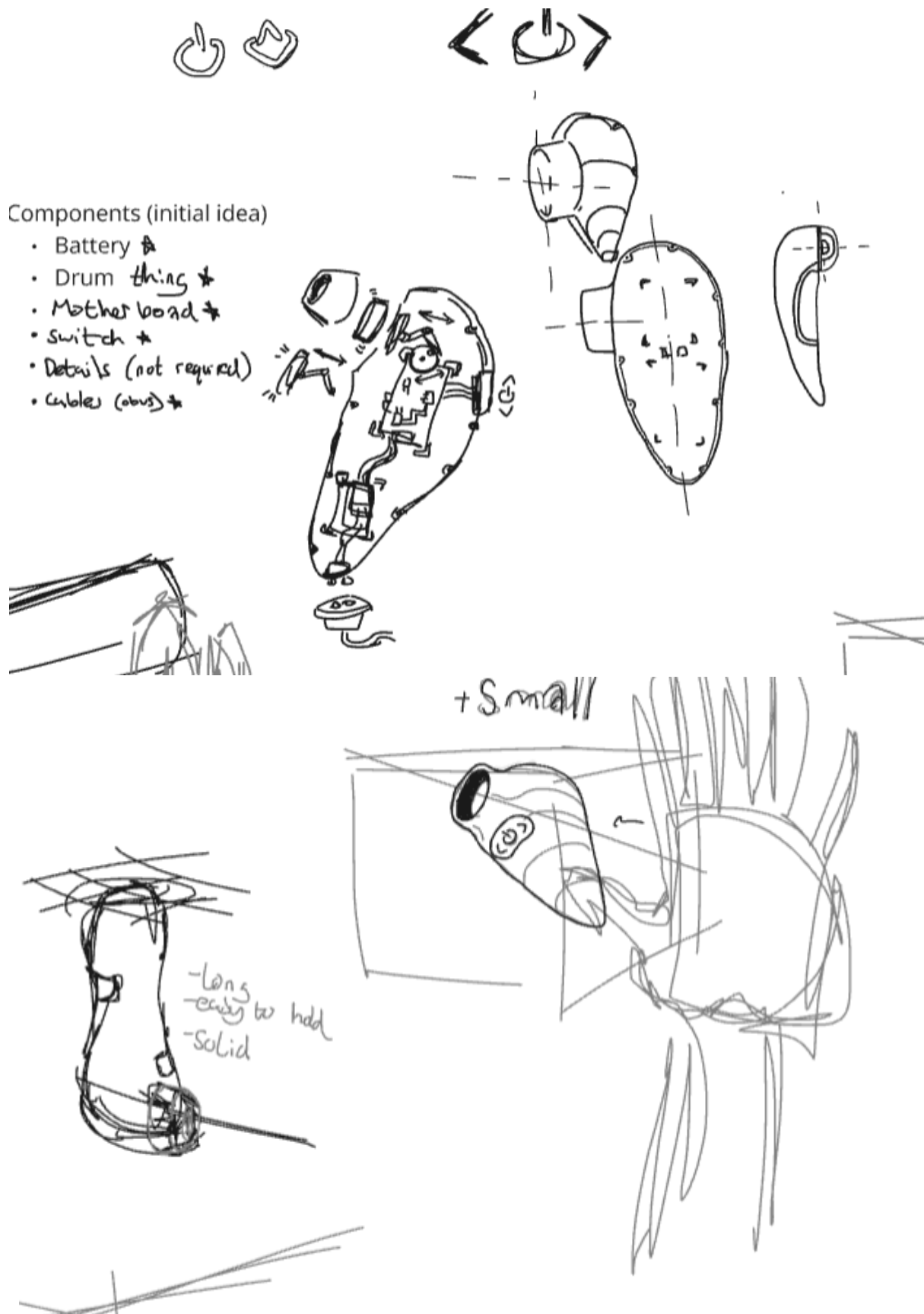


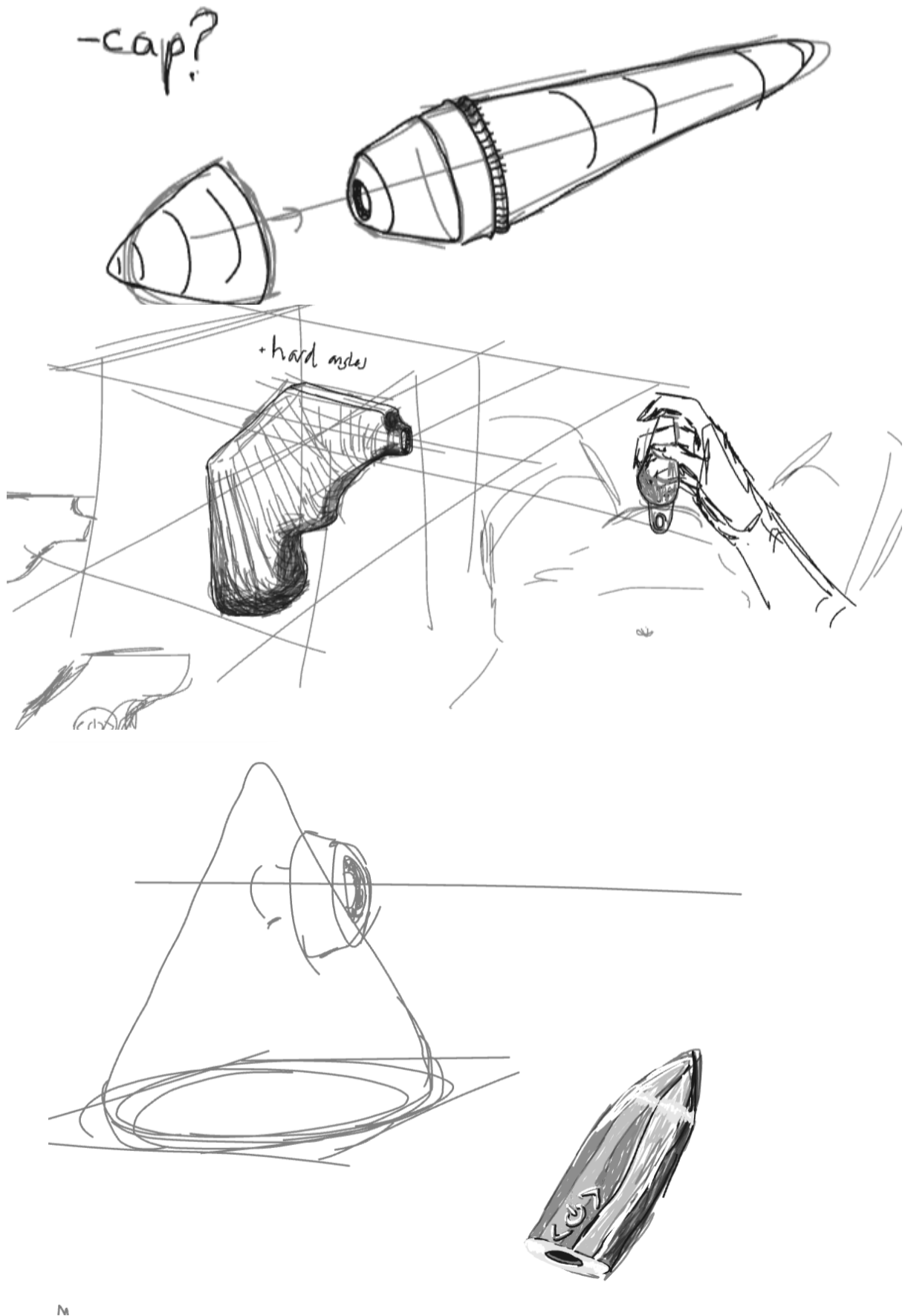




10.5 Prototype development

10.5.1 Initial sketches





10.6 User testing interviews

Test 1

Didnt know about the project. She/her vulva haver

First off, the device would be made out of aluminium, ignore the surface imperfection caused by 3D printing that cannot be fixed due to lack of time.

Question 1: What do you think this object is?

bateria de protatil

Alcoholimetro

Question 2: What do you think of the aesthetics?

Me confunde, si es para uso de uno con uno mismo pesa mucho. No es muy intuitivo, Lo pondria al revés y las flechas deberian estar en el canto. Si lo apoyas igual. Que tenga tanto peso y que las superficies sean lisas me hace pensar que deberia apoyarlo en una superficie para usarlo. No lo compraria yo creo, así de primeras no me atrae.

Would you buy it? What if it was advertised as a sneaky product?

Igual así si, podría ser interesante lo de que sea menos obvio que fuese un juguete sexual.

Question 3: Envision yourself using the product, based on the sensations you've felt by holding it and feeling it, how do you think the experience would turn out?

Me parece super raro, de primeras se me ocurriría cogerlo al revés de como lo he estado usando. Me imaginaria que los botones estén en el canto. Probaria apoyandolo en alguna superficie. Los botones me confunden, me imaginaria un boton de on/off para asegurarme de que lo he encendido/apagado bien. Esperaria alguna luz o alguna interfaz que me diga que no le queda pila para que no se quede sin pila en medio del momento.

Question 4: Turn it on. (if unable, say "hold the -increase power- button")

Pensaba que lo habias encendido tu. No se como lo he encendido.

Question 5: Having understood the controls, how would you hold the device and how do you think the experience would go with these controls.

Tendria un problema, igual estoy en el momento y quiero subir de intensidad y sin querer lo apago. Y lo de no saber cuanto le dura la pila, y que igual se quede sin bateria durante el momento seria bastante molesto. Y quiza no se si me gustaria saber en que nivel de intensidad estoy, un numerito o una escala. O un boton aleatorio que varia la sensaion o intensidad . Y al usarlo los botones estan al revés y me confundiria.

Question 6: Okay now turn it off.

Para apagarlo entiendo que es manteniendo el boton de menos potencia. No tiene sentido que sea con el boton de mas potencia. Me esperaria un boton neutral que encienda y apague.

Question 7: give your overall opinion on the device, all your thoughts and any worries you would have:

Muy intensa la intensidad maxima. Deberia ser resistente al agua. Si fuese de aluminio seria super pesado. Me confundiria mucho que sea de metal, pero la sensacion con la piel igual es interesante. El aluminio caliente me da asco porque me recuerda a que ha puesto la mano mucha gente. Si despues de usarlo esta caliente me daria asco. Pero de primeras me parece un poco raro porque si fuese frio tampoco creo que sea la sensacion inicial que quisiese. Pero igual por contrastar con la silicona, igual al ser completamente distinto podria ser interesante. Pero definitivamente sera muy pesado de usar. Si pesase mas aun de lo que pesa ahora, no se como lo agarraria porque no es nada ergonomico, y seria incomodo, me doleria la mano, y me tendria que cambiar de posicion no por placer si no por no dolor. Considero que es completamente distinto a los satisfyers de ahora y me hace pensar que no es de usar con una mano y que es para poner en una superficie para alguien

que no pueda cogerlo. Igual es para alguien discapacitado o con escayola que no lo puede usar. Igual lo puedo agarrar entre las piernas pero no podría acceder a los botones.

Test 2

Tasks and questions.

Knew about the project. She/her. Vulva haver

First off, the device would be made out of aluminium, ignore the surface imperfection caused by 3D printing that cannot be fixed due to lack of time.

Question 1: What do you think this object is?

A simple vista parece una batería portátil. Pero en cuanto lo cojo veo que tiene botones y una boquilla asumo que es otra cosa pero no se me ocurriría un abatería portátil

Question 2: What do you think of the aesthetics?

Me parece muy inhumano, poco ergonómico. Un diseño poco humano, como que no está hecho pensando en lo que una persona con vulva quiere. No me gusta.

Question 3: Envision yourself using the product, based on the sensations you've felt by holding it and feeling it, how do you think the experience would turn out?

Horrenda, traumatizante. Ni si quiera creo que pudiese estar en algún sentimiento erótico con ello cerca. No tendría libido con ello cerca. Es muy grande para mi mano, el peso sería super incómodo. Demasiado pesado. Se me cansaría el brazo. Se me ocurriría cogerlo así (al revés) aunque mis brazos no llegan. La posición de los botones no la entiendo, no he conseguido encenderlo aún. (lo consigo encender). Es muy incómodo de apretar los botones. Los botones son poco intuitivos. no sobresalen lo suficiente, están muy planos con el diseño, no es fácil de apretar, y encima llevo uñas largas (como muchas mujeres) y no puedo usar la punta del dedo para activarlo y al ser tan plano es incómodo de usar la yema del dedo.

Question 4: Turn it on. (if unable, say "hold the -increase power- button")

De primeras no he sabido encenderlo, solo despues de probar cosas he podido. No esta nada claro cual es el boton de subir la potencia.

Question 5: Having undersstood the controls, how would you hold the device and how do you think the experience would go with these controls.

No lo conseguiria encender cuando quiero, y quiza se me bajaria el libido o el sentimiento. Me romperia el momento. Al intentar apagarlo porque ha pasado lo que sea, tarda demasiado. Opino que deberia haber un boton de encendido y apagado designado. No esta indicado cual es el mas y cual es el menos. De verdad que no puedo con las uñas. Y la manera en la que lo cogeria porque estaria mas comoda hace que los botones esten "al revés" el mas esta hacia abajo y confunde.

Question 6: Okay now turn it off.

Me he imaginado que si se encendia asi se apagaba asi tambien, pero podira ser presionando el boton de bajar la potencia perfectamente o cualquier cosa.

Question 7: give your overall opinion on the device, all your thoughts and any worries you would have:

Bazofia pura. Es incomodo es pesado es frio, poco intuitivo, poco humano. Siento que es estúpido, si yo viese un producto en una tienda asi diria, no lo va a comprar nadie. Pero seguro que hay gente que por lo distinto qu es lo lo compraria y probaria. Personalmente no lo compraria estrictamente por la estetica, considero que viendolo no pienso que una caja grande metalica me fuese a dar placer. Si fuese advertised como "sneaky" que parezca a proposito un abateria portatil y que la gente no vea inmediatamente un juguete sexual en mi mochila/bolso igual si lo compraria, si la estetica tiene ese proposito igual si nose. Odio que sea de pilas, opino que es malo para el medio ambiente. A esto tienes que deatornillar la tapa y es un proceso mucho mas molesto que simplemente enchufarlo.

Test 3

Tasks and questions.

Didnt know about the project. He/him, non vulva haver.

First off, the device would be made out of aluminium, ignore the surface imperfection caused by 3D printing that cannot be fixed due to lack of time.

Question 1: What do you think this object is?

Para lanzarlo y darle en la cabeza a alguien. Tiene algo mecanico/ electronico dentro seguro. Altavoz, para gente sorda, pero muy muy sorda. La posicion de los botones aparenta eso. Por peso parece un ladrillo light.

Question 2: What do you think of the aesthetics?

Horrible, para el mercado femenino, no vende, con formas mas curvadas mas llamativas, menos ladrillo, es mas para hombres. Mas elegante, mas femenino. El color pues bueno.

Follow-up: Based on the aesthetics would you buy it? What if it was advertised as sneaky?

No creo la verdad, me parece demasiado un ladrillo, no creo que quiera comprarlo para usarlo con mi pareja o quien sea. Tampoco lo compraria si fuese sneaky, opino que no es suficiente para hacerme querer comprarlo.

Question 3: Envision yourself using the product, based on the sensations you've felt by holding it and feeling it, how do you think the experience would turn out?

No es muy comodo agarrarlo, no es ergonomico, no es curvo. Pesa mucho para lo grande que deberia ser. Me imagino que el tamaño es para que la bateria dure mas y considero que no es necesario.

Question 4: Turn it on. (if unable, say "hold the -increase power- button")

Lo puede encender sin problema, y menciona que deberia haber un icono de encender apagar.

Question 5: Having understood the controls, how would you hold the device and how do you think the experience would go with these controls.

Uncomfortably y con muchas complicaciones. opino que es un poco awkward cogerlo para usarlo con otra persona, es como si estuviese apuntandole con algo extraño.

Question 6: Okay now turn it off.

Se apaga de abajao. considero que mal diseño que sea asi, no lo compraria nunca.

Question 7: give your overall opinion on the device, all your thoughts and any worries you would have:

Es feo incomodo y pesa mucho, esteticamente no creo que pegue mucho ni venda con lo que suelen ser estos productos. Los botones estan en un sitio que no molesta, y si lo usase yo con otra persona la posicion no esta horrible, pero es incomodo apretarlos y uno se aprieta mas que el otro, no me gusta la sensacion.

Test 4

Tasks and questions.

Knew about the project. she/her vulva haver

First off, the device would be made out of aluminium, ignore the surface imperfection caused by 3D printing that cannot be fixed due to lack of time.

Question 1: What do you think this object is?

Un control de algo, pero por el tamaño y el peso asumo que es algun tipo de control mecanico, que controla algo de afuera. Asumo que es para que una persona controle, quiza a la distancia.

Question 2: What do you think of the aesthetics?

Ergonomicamente, pienso que podria ser mucho mas organico, que se acomode mas a la mano. No veo que tenga excesos o features innecesarias o que adornen. El metal me parece un poco mas aburrido. Deberia ser muchisimo mas organico, el metal me parece muy inhumano, al estar en contacto con tu cuerpo pienso que rubber o siliconas es algo mas intimo quiza. El metal tiende a ser mas geometrico en su diseño. Creo que tanto el material como la geometria podria mejorar.

Follow-up: Based on the aesthetics would you buy it? What if it was advertised as sneaky?

No lo compraria, me inclinaria a comprar uno mas intimo. Bueno quiza asi, aunque me molestaria que un producto diseñado un poco para que sea portatil pesase tanto.

Question 3: Envision yourself using the product, based on the sensations you've felt by holding it and feeling it, how do you think the experience would turn out?

Me parece muy poco user centered. Si tuviese que elegir entre este y otro mas ergonomico, eligiria uno mas ergonomico. Si siento algo tanto pesado, y frio, en un momento en el que lo importante es el placer y mi cuerpo me distrairia. Lo agarraria "al revés" para que la ergonomia sea mas comoda.

Question 4: Turn it on. (if unable, say "hold the -increase power- button")

No veo ningun boton de encender asique asumo que es sosteniendo el boton de arriba.

Sosteniendo el boton de arriba pero no se cual es exactamente. Si lo sostengo asi este es el de arriba y este es el de abajo.

Question 5: Having understood the controls, how would you hold the device and how do you think the experience would go with these controls.

de primeras pienso que le tomaria al usuario tiempo apra familiarizarse con el producto.

Opino que el producto es disruptive y no permitiria que el momento fluyese u ocurriese.

Opino que los controles son molestos pero te puedes acostumbrar, y al ser un momento intimo te vas a comportar de manera intuitiva.

Question 6: Okay now turn it off.

Apagandolo es presionando el boton de abajo, mucho rato. Counter intuitive, deberia apagarse con el otro boton. Si para encender, se me hace logico que el de bajar sea el de abagar.

Question 7: give your overall opinion on the device, all your thoughts and any worries you would have:

Siento que tiene bastante que mejorar en terminos de ergonomia y usability, portability... la mayoría tiene su espacio privado, no es un objeto que pase desapercivido no es propenso a la intimidad. Opino que si lo quiero llevar a ala casa de mi pareja o de viaje seria incomodo por el tamao y el peso. que sea de pilas es moesto a ala hora de cambiarlas y adeamas de saber si se ha quedado sin bateria.